

digitalhealth

**REWIRED**  
BIRMINGHAM 12-13 MARCH 2024

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# Becca Robinson

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**SUSSEX COMMUNITY NHS FOUNDATION TRUST**



**BEST PRACTICE  
SHOWCASE  
STAGE**

digitalhealth

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**WORST**

**PRACTICE  
SHOWCASE  
STAGE**


# A conversation about failure

I can't do it, I've  
tried everything

What have  
you tried?

I've tried \*X,  
Y, Z\*

That doesn't  
sound like  
everything

A red speech bubble is the central focus, hanging from a black string. It contains the text "What do we miss if we don't share failures?". The background is a light gray with several other speech bubbles in various colors (blue, green, orange, purple, teal, red) scattered around, some of which are slightly out of focus.

What do we miss if we don't  
share failures?



Sam wants to implement an app for staff wellbeing



They do a lot of user research into wellbeing and the needs of staff



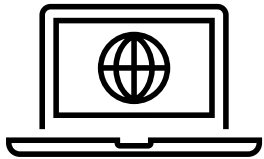
The app goes live



Users don't like the app and it fades out of use



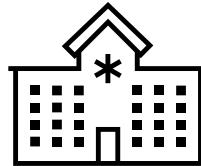
Sam feels embarrassed and doesn't do anything further



NHS Trust X upgrades their Patient Administration System



The project manager fails to consult clinical staff on how downtime will affect them



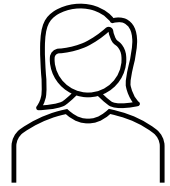
They rota a very small team to manage patient movement across three acute hospitals using a spreadsheet



The team struggle to keep up and lose track



Patient records are incomplete, and it takes weeks to catch up once the system is back online



Becca implements a brand-new patient assessment on the EPR



She walks round the hospital supporting staff with the change



Becca realises that the new assessment hasn't been tested properly, and isn't stored in the patient record



Becca recalls the assessment and does the appropriate clinical safety activities



The problem gets fixed