

## Lessons Learned – April 2025


Lessons Learned are an important part of our Clinical and Care Governance process so that our services can learn from areas of good practice or quality improvement.

The following demonstrates example(s) where we have implemented changes following feedback from team members or from members of the public.



### You Said

Feedback from staff at Royal Cornhill Hospital said that they felt unsupported following incidents and there was a high occurrence of stress and anxiety post incident.



### We did

Creation of a Staff Support Hub which all staff and professionals across the site can access 24 hours a day. This is a dedicated safe space for staff to recover post incident. It has light refreshments available and self-help resources available. Feedback from the inception of the room has been good and the room has been well utilised by staff. The Staff Support Hub was honoured by the Scottish Parliament and opportunities for other services to utilise this model are being discussed.