

Human Factors in Healthcare workshop

Developed and delivered by
clinicians, for clinicians





‘Human factors’ is the science of improving performance by understanding individual or team behaviour and cognitive biases. Only then can we redesign our clinical systems and environment to reflect this – thereby improving patient safety.

We often have to make difficult decisions in dynamic, intense, often unpredictable and challenging circumstances. Although our goal is to ensure patients always receive safe, effective, high-quality care, like all humans, healthcare staff are fallible and will make errors regardless of how experienced, committed and careful we are.

Learning from other safety-critical environments, we now understand that the design and complexity of the healthcare systems we work in all affect the likelihood that errors will occur and harm patients.

Our workshops engage and motivate participants to search for new ways of thinking and working.

Course Overview

Our interactive and engaging courses are led by Prof. Rob Galloway, Consultant in Emergency Medicine:

- The principles of ‘human factors’ – why errors occur.
- Human cognitive biases (e.g. in memory, reasoning, decision-making).
- Practical skills/tools to improve individual/team performance and patient safety.

96-99%

of the participants stated that the course improved their:

- Confidence and Self-Worth.
- Team working and Communication Skills.
- Leadership and Management Skills.
- Situational Awareness.
- Overall, 99% of the candidates rated the content as well as the delivery of the workshop as excellent or very good.
- 99.73% of candidates would recommend the workshop to their colleagues.

* Based on 1679 attendees, June 2021

What our participants say

"Rob's passion, enthusiasm and understanding of the subject is quite remarkable within the medical profession. I could not recommend his delivery more highly. The work he has done has changed working practices and should be a model for the rest of healthcare."

Guy Hirst, British Airways Training standards Captain and Pioneer of the introduction of Crew Resource Management (CRM) and Human Factors (HF) Training into Airline culture

"Rob's enthusiasm is infectious and he makes human factors interesting and relatable. His irreverent sense of humour made for a very enjoyable and memorable day. I haven't laughed so much and remembered so much of the content of a teaching day ever before or since!"

Alison Crocker, Consultant Obstetrician, Chichester

"I took Robs course when he first ran it and was so inspired, I became a Human Factors professional many years later. It's not just the content that's worth going for, it's Robs ability to connect and inspire people and teams."

Jo Wailling RN Senior Research Fellow, Human Factors and Ergonomics Society of New Zealand

"When I did Rob's course, it completely changed my clinical practice. It's delivery was engaging, dynamic, interactive and very memorable. I learnt a great deal about myself and others and felt more comfortable about communicating in the work environment. Everyone should do this course – it's brilliant!"

Salwa Malik, Emergency Medicine Consultant, Vice President Royal College of Emergency Medicine

"Rob's human factors course plays a key part in understanding what can and does go wrong, and how to avoid these critical errors. Without it, we have to learn from our mistakes. With it, we can learn how to avoid those mistakes in the first place. I can't recommend this course highly enough."

David Bowen, Lead Resuscitation Practitioner, Worthing Hospital

"The course provided me with insight into the non-technical skills, culture & communication required to get things right in the independent sector. It was fun too!"

Michael Turner, Head of clinical services Nuffield Health Hospital, Brighton

"Amazing course for managers and clinicians alike with direct obvious impact on clinical care and efficiencies of using resources."

Alex Shaw Chief Operating Officer, Epsom and St Helier NHS Trust

"Not only enjoyable and thought provoking but it will have a massive impact on your clinical care. It's changed how I operate and work in both the NHS and private sector."

Mr Alex Day, Consultant. Moorfields Eye Hospital NHS Foundation Trust

"From tears to laughter within minutes, this is a course every soul working in healthcare should attend. Engaging, relevant & down to earth with multiple take away messages for everyone."

Ruth Roe, Midwife, UHSussex NHS Trust

"This course is a must especially for anyone involved in staff and patient safety, leadership or quality improvement."

Tom Yeats Paramedic Practitioner SECAMB Ambulance Service / Primary Care

"Professor Galloway delivers the knowledge necessary for staff to start actively applying Human Factors in their everyday work which gives them the focus on improving patient safety outcomes across the organisation – it is also delivered in a fun and challenging way, I can't recommend it highly enough!"

Carrie Weller – Head of Clinical Education for Allied Healthcare Professionals & Healthcare Scientists, UHSussex NHS Trust

"The content was expertly delivered by Professor Rob with his infectious personality making it a really enjoyable experience. I would definitely recommend attending future workshops whether you are looking to improve your awareness from both an individual or team perspective."

Chris Lawman, Senior Modality Leader – Connectivity and Patient Monitoring GE Healthcare

"Just as relevant to primary care staff as secondary care."

Dave Weinstein GP partner, Kemptown

"The course is so relevant. We must all learn that it's right to raise concerns at any level when patients are at risk."

Anna Barnes, Associate director for clinical transformation, South West London and St George's Mental Health Trust

"The course made me really focus on the person/people and the factors that influence their behaviour in a certain set of circumstances!"

Evelyn Prodger RN Queens Nurse, Clinical Services Director St Michael's Hospice

Professor Robert Galloway



Professor Robert Galloway MOSTJ, MBBS, BSc, MFAEM, MRCP, FRCER, PGcMedED, MAcMedED, Emergency Medicine Consultant, University Hospitals Sussex NHS Trust & Honorary Clinical Professor, Brighton and Sussex Medical School (BSMS).

Rob is a Consultant in Emergency Medicine and dual trained in Intensive Care Medicine.

His medical interests are in improving patient outcomes through changing 'systems of care' from use of human factors and new cognitive decision-making approaches to new approaches in patient pathways and staff welfare. His impact on changing NHS practices saw him awarded the HSJ's Top Ten Wild Card Influencers in 2021.

Education is his passion; leading

undergraduate Emergency Medicine at BSMS. He has also written and delivered courses on critical appraisal as well as patient safety. He has written numerous academic publications and two textbooks.

He is a medical advisor and lead Crowd Doctor for Brighton and Hove Albion Football Club and is the Medical Director of the Brighton Marathon. He works in the media writing about medical issues and wrote a book, under a pseudo name, Dr Nick Edwards, about working in A&E which has sold over 400,000 copies "In stitches the highs and lows of life as an A&E Doctor."

He used to have a social life, hobbies and a personality. But he is now happily engaged with three older kids and a baby, so is more likely to be found changing nappies and being a taxi service!