

What are Human Factors?

They are all the things around us that impact on our behaviour and performance and how we deliver patient care.

Why do they matter to me and my patients?

We are all trying to provide the best care we can to our patients. Sometimes there can be a lining up of potential errors or events, which result in an outcome which compromises patient safety.

An understanding of Human Factors can help us to identify when there is a potential for things to go wrong, provide us with the skills to intercept the chain of events and enable us

to deliver the best care we can to our patients. Some of these actions will be related to our own behaviour and some will be related to the systems around us.

How do Human Factors relate to patient safety?

The NHS currently unintentionally harms 1 in 10 patients.


