# DONM Leadership Walk-Around Template

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| **Environment** | **Visual Inspection*** How does the area make me feel?
* What do I hear, see and smell?
 | **Deference to expertise** Discuss observations with staff and patients* Is this an issue?
* What has been tried?
* What do we need to do to make this better?
* How can we achieve this?
 | **Reluctance to simplify**  |
| **Positives**   | **Positives** | **Potential Actions** |
| **Opportunities**  | **Opportunities**  |
| **Staff** | **Sensitivity to operations**Preoccupation with failure. Resilience* What is the staff experience?
* What are staff worried about?
* Are you aware of any good catches/near misses (incidents/feedback)?
 | **Deference to expertise** Discuss identified opportunities with staff* Do you think this is an issue?
* What has been tried?
* What do we need to do to make this better?
* How can we achieve this?
 | **Reluctance to simplify**  |
| **Positives**  | **Positives** | **Potential Actions**  |
| **Opportunities**  | **Opportunities**  |
| **Patients** | **Sensitivity to operations** Preoccupation with failure. Resilience* What has the patient experience been?
* What are patients worried about?
 | **Deference to expertise** Discuss identified opportunities with patients* What do we need to do to make this better?
* How can we achieve this?
 | **Reluctance to simplify**  |
| **Positives**  | **Positives** | **Potential Actions**  |
| **Opportunities**  | **Opportunities**  |