Incident/Event Occurs

Consider ILO Criteria
Learning potential identified

Situation Concluded
Incident no longer active / no longer seeking solutions

Request for ILO Submitted
To HAPC Admin Inbox
(nhsh.hapcadmin@nhs.scot)

Initial Learning Opportunity (ILO) Initiated

Reflective Multi-Agency Discussion
- Structured session (approx. 2 hours)
- Safe reflective space
- Identify:
  - Good practice
  - Opportunities for improvement
  - System and practice learning

Learning Captured & Documented

Does the learning meet criteria for a Formal Learning Review?

YES

Learning Review Notification Completed
- ILO learning informs notification
- Submitted to Learning Review Governance Group

Formal Learning Review Process

NO

Learning Progressed via ILO Only

Learning Shared & Embedded into Practice
- APC sub-groups
- Practice improvement activity
- Training & development
- Partnership priorities

Dissemination of Learning
- Development sessions
- Newsletters
- Websites
- Partnership forums

NHS Highland na Gàidhealtachd