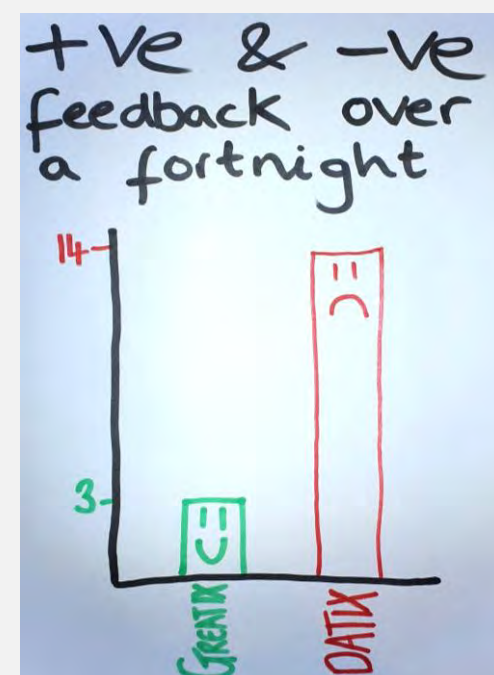
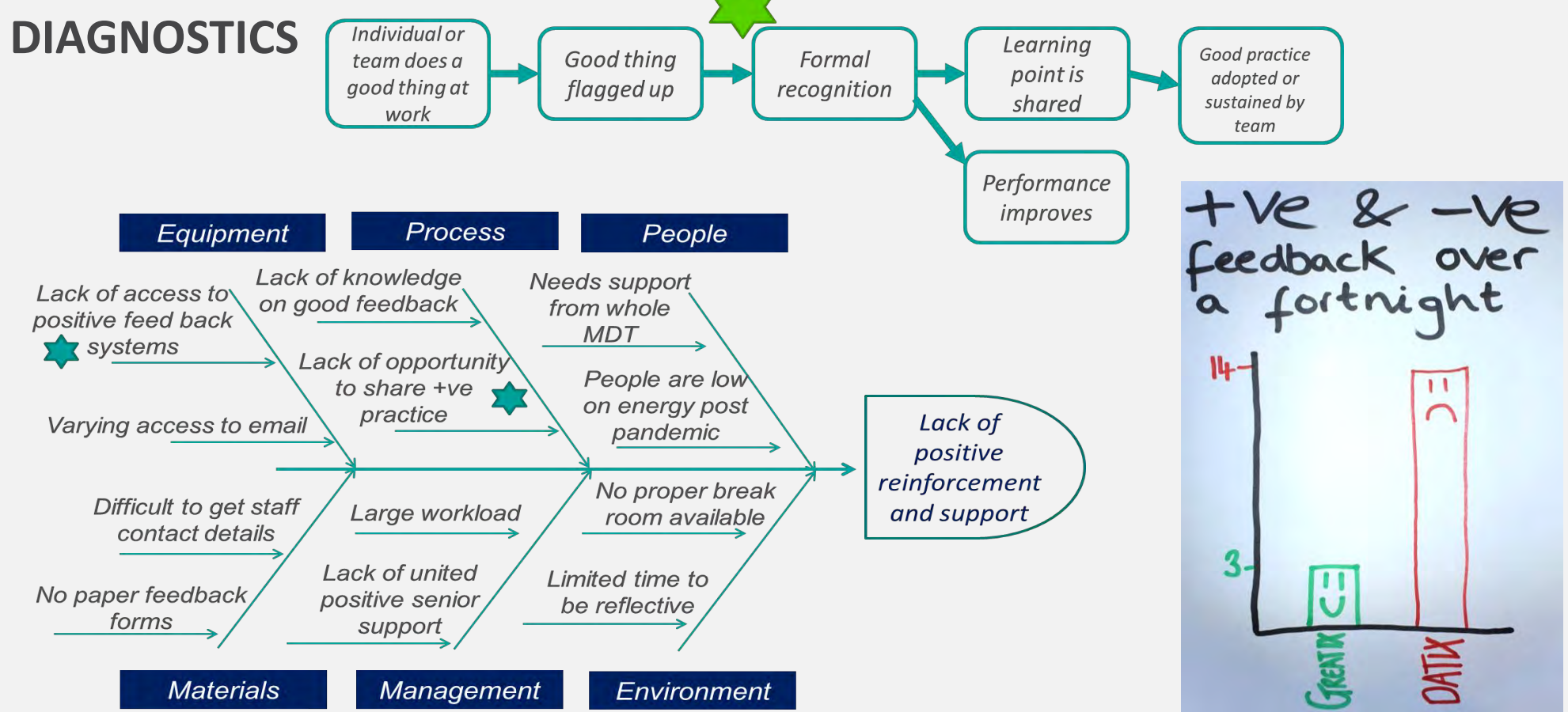




BACKGROUND

In healthcare, there can be a focus on when things go wrong. To help continue safe patient care we should highlight good practice equally. We enjoy receiving good feedback; it boosts morale and we learn more effectively in an encouraging environment. After the stresses of the pandemic, I want to improve my paediatric department's supportive environment through constructive appreciation!

DIAGNOSTICS



AIM: By September 2021, I aim for weekly engagement with giving each other positive reinforcement on their good patient care and sharing it at work

MEASUREMENT DEFINITION

Chosen measure: Number of greatixes

Inclusions: All completed and submitted Greatix forms

Exclusions: Informal feedback given verbally

Sampling method & frequency: I can access the Greatix database fortnightly to review daily number of completed Greatix certificates

CHANGE IDEAS

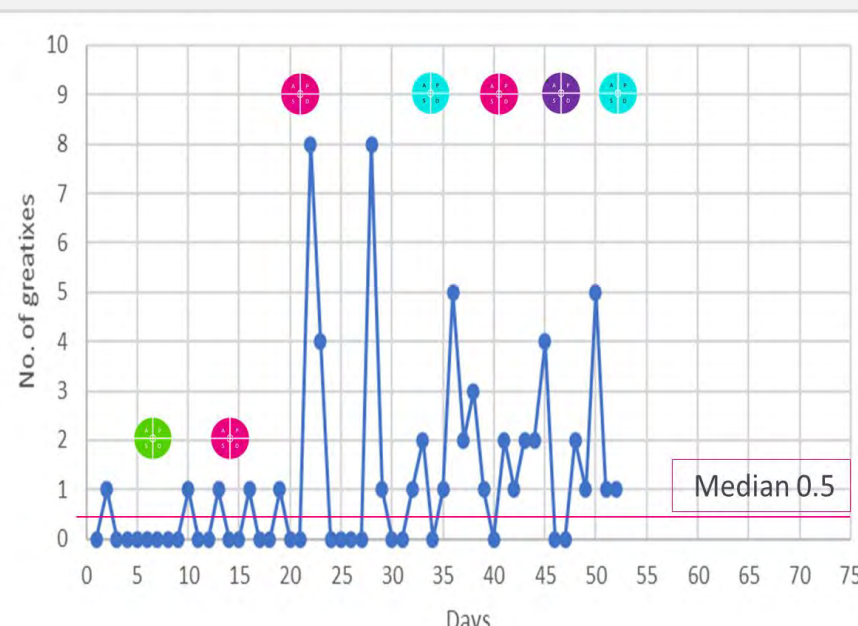
Placing advertising posters around the department
 Regular certificate distribution with link to Greatix
 Having time in handover to say one thing that went well during the shift
 Good deed feed
 Have a Learning from Excellence event
 Prizes for those receiving Greatixes and those nominating

PDSA #	PLAN	Do	STUDY	ACT
1	To share my project with senior	Discussed my project	Need focus diagnostics	Adapted my fishbone
2.1	To present on Greatixes	Presented in Grandover	Raising awareness	Reach more of the MDT
2.2	To send emails out	Sent Greatix communication to MDT	Interest spiked for nominations and volunteering	MDT Greatix champions recruited
2.3	To put up Greatix posters	Put posters up, informed present team	Raising awareness	Continue to raise awareness

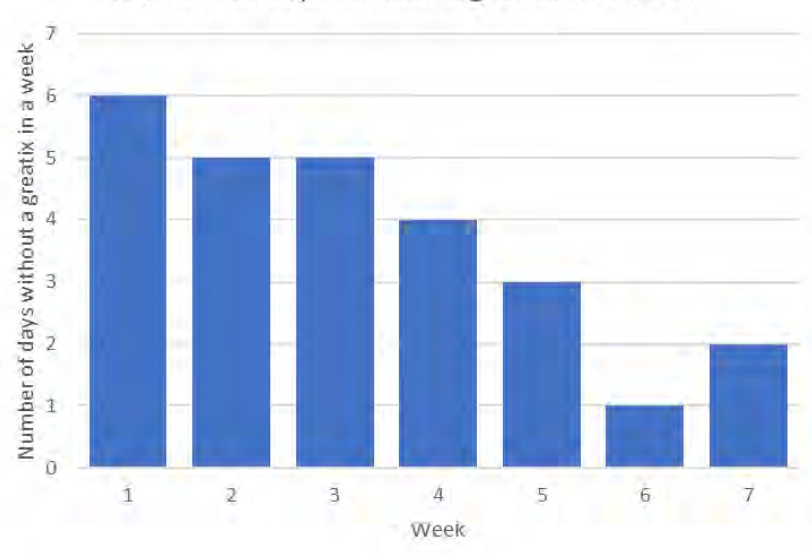
PDSA #	PLAN	Do	STUDY	ACT
3.1	To send certificates and form link	Emailed 50 certificates with well done + link	People were pleased	Continue + see 3.2
3.2	To send my wordles of responses + nominations	Emailed 10 certificates with a follow up of 2 wordles + form link	People were pleased and interested	Continue
4	To get feedback on the form.	Presented then staff completed a form	Feedback: easy quick to fill, anonymous	Continue



Run chart for Daily number of completed Greatix forms in the paediatric department



'Number of days without a greatix in a week'



REFLECTIONS

- People need to already be in a positive place to give effective positive feedback
- Time will always be an issue.
- Get as many people from the MDT on board!