

# Introducing a Learning from Excellence pilot scheme in a busy Radiotherapy department.

Michelle Bradley & Rebekah Knight

## An abstract of our experiences so far using the Learning from Excellence reporting system.

### Discover

*Why did you choose this project? What did the project involve? What has the impact been? Have there been any unexpected benefits?*

As a department we had experienced a run of incidents requiring a detailed report and feedback to staff within the department. Whilst staff did need to learn from these incidents it seemed like an ideal time to introduce a more positive way of learning and also use this as a method to increase morale.

We were aware of the Learning from Excellence work by Adrian Plunkett at Birmingham and used their website to help set up our own scheme. We included members of staff from across the department within the Learning from Excellence development team and with input from the whole department, named our system RT Thumbs Up.

The reporting system was launched in April 2017 using a recent example of excellent practice in order to “sell” the idea to staff. Since the launch date we have received a total of 13 incident reports. All nominees for positive incidents receive an email detailing why they have been reported and a certificate to keep in their personal file.

Each positive incident is coded by the initial development team as either Learning from Excellence (LFE), Good Practice (GP) or feedback to another team (FT). Figure 1 demonstrates the number of nominations per month and how each of these have been categorised.

LFE’s are used as positive learning events for the whole department. We have been able to deliver two learning events from the incidents reported so far, with a third currently being planned. As part of each learning event we encourage discussions amongst staff and ‘dig’ for further ideas as to how we could improve quality using ‘advice’ slips, see Figure 2.

These advice slips have proved to be useful; resulting in the implementation of the following small changes in practice:

- all patients now have an accessible next of kin phone number
- all new and any personalised equipment is photographed and emailed to all staff prior to use along with a description of how it is to be used

We have had mixed reviews from the learning events undertaken; some staff are not keen whilst others really like it. At present all the feedback has been of an informal nature, therefore we have developed a more structured questionnaire in order to gain feedback from all users that will allow us to further develop the project.

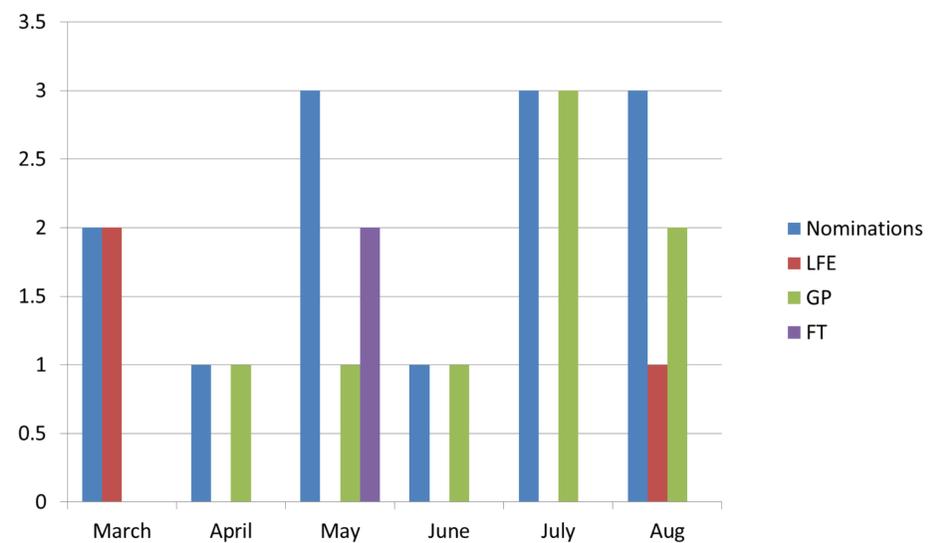


Figure 1



Please describe one thing we could do to develop excellence in the on-call environment or an emergency situation.

---

---

---

---

---

---

---

---

Figure 2

### Dreams, Design & Destiny

*Imagine, in a year's time your project has expanded in unexpected and generative ways... What would this look like? What kinds of things have happened?*

Our aim is to write up an article or case study of our findings and feedback that can be published in our professional journal, and potentially spoken about at conferences. It would be great to think of us as a reference site for other Radiotherapy departments to follow and in the future we dream of a National RT Thumbs Up reporting system.

Ultimately, we wish to see an RT Thumbs up report and learning event that would subsequently change practice across all Radiotherapy departments in the UK.

