

Top 10 LfE Tips

- 1 Make it easy to report**
Make the forms easy to find; keep data entry to the minimum and encourage free text.
- 2 Don't define excellence**
Excellence is subjective; we all know it when we see it. So stay away from criteria for reporting, other than for specific quality improvement projects. Different perspectives will lead to a broader range of reports.
- 3 Start small**
Launch the initiative in a small familiar area to begin with and allow it to grow. This will help you to refine your process for managing reports.
- 4 Don't make it a top down initiative**
Encourage LfE to develop at the 'sharp end' of clinical practice; this is often where the best observations and ideas come from. Don't mandate reporting - appreciation is only worthwhile if it is genuine.
- 5 Do some reporting yourself; don't wait for it to happen**
This will show other staff what reports look like and give them 'permission' to start reporting.
- 6 Send timely feedback to reported staff**
Develop a system to send reports to reported teams or individuals as soon as possible, while the event is fresh in their memory. This will help to reinforce the good practice before it is forgotten.
- 7 Say thank you to the reporters**
Make sure that those who engage with the system feel appreciated. Send them a copy of the report they submit so they can use it as evidence of their reflective practice.
- 8 Make feedback private but not anonymous**
Avoid creating competition and league-table mentality by keeping the feedback private.
- 9 Try studying the reports**
Choose some of the reports and investigate them using Appreciative Inquiry to gain new insights and suggestions for how you can generate more of the excellence.
- 10 Share wider learning**
Identify themes from the reports and share anonymous summaries with your department via a bulletin or poster.