

# Greatix is a Useful Tool for Learning from Staff Excellence

Dr. Tamsin Brown mBBS, MRCPCH, PGCME & Arden Dierker Viik MPhil

## Background

- Building on the work by Dr. Adrian Plunkett on learning from staff excellence, Greatix was developed with the aim of producing a system capable of collecting information about positive achievements from staff
- Through this system, we hoped to cultivate a culture of positive feedback and allow for group and self learning
- Greatix was trialed in the community paediatric services at Cambridgeshire Community Services (CCS)

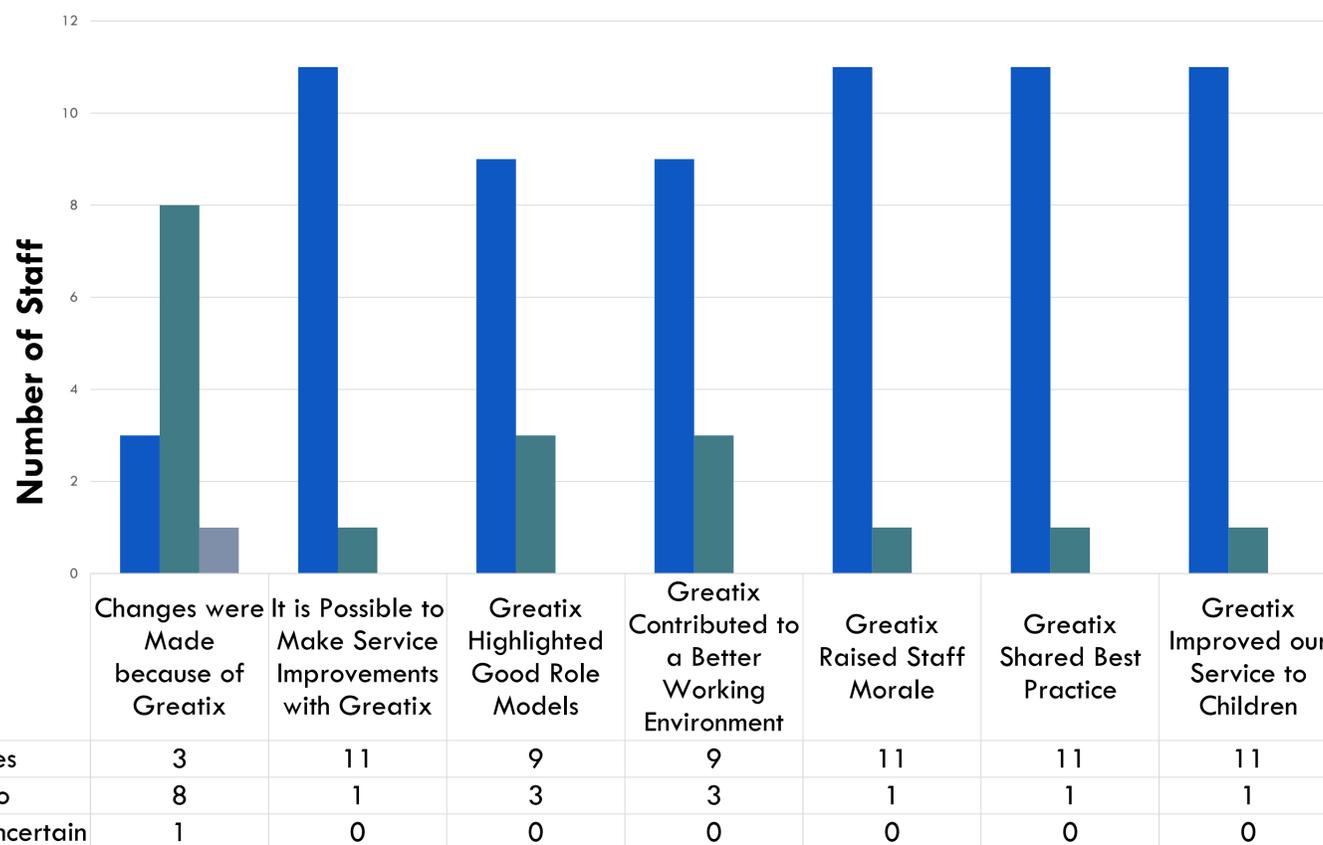
## Methods

- Greatix was introduced to the CCS Paediatric department, in Block 13 of the Ida Darwin Hospital for 12 months. Consisting of:
  - 8 South Cambridge-based paediatricians
  - 5 North Cambridge-based paediatricians
  - 2 psychologists
  - 5 administrative staff members
- Staff members were asked to report on other staff members without award or prize incentives through an anonymous physical in-tray, by email or phone
- Upon receipt of the report, an email would be sent to whomever the Greatix concerned, informing them of their nomination and the reason towards it
- The feedback was also sent to the clinical director of the department
- Appreciative Inquiry (AI) was fitted into the agenda of the monthly paediatric business and education meetings to identify possible learnings from select Greatix reports

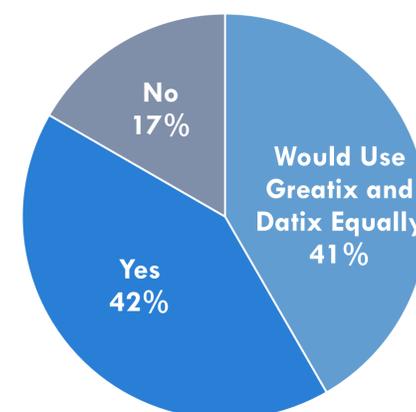
## Results

- Over the 12 month period, 12 Datix and 19 Greatix were collected; Greatix were primarily submitted by email
- Feed back collected included several administrative initiatives, a new course set up for parents and use of a more effective work diary

### Staff Opinion on Greatix



### Would Staff be More Likely to Use Greatix than Datix



## Discussion and Updates

- Staff liked to use the Greatix System and preferred submitting reports by email
- Most staff thought that Greatix would improve the service, highlight good role models, create a better working environment, raise staff morale and share best practice
- Since the audit, Speech and Language therapists have learned about Greatix and asked to join the system
- Currently, managers in CCS are considering using Greatix and Learning from Excellence more widely across the trust

## Conclusion

- The Greatix trial for 12 paediatric staff in CCS over 12 months revealed that Greatix has the potential to be a powerful tool, providing a mechanism for staff to learn from excellence
- Greatix has been shown to contribute to a positive working environment and improve the way the service is run
- In the future, CCS hopes to roll out Greatix on a larger scale across different services. In addition to the above benefits, this could also improve inter-team communication and learning