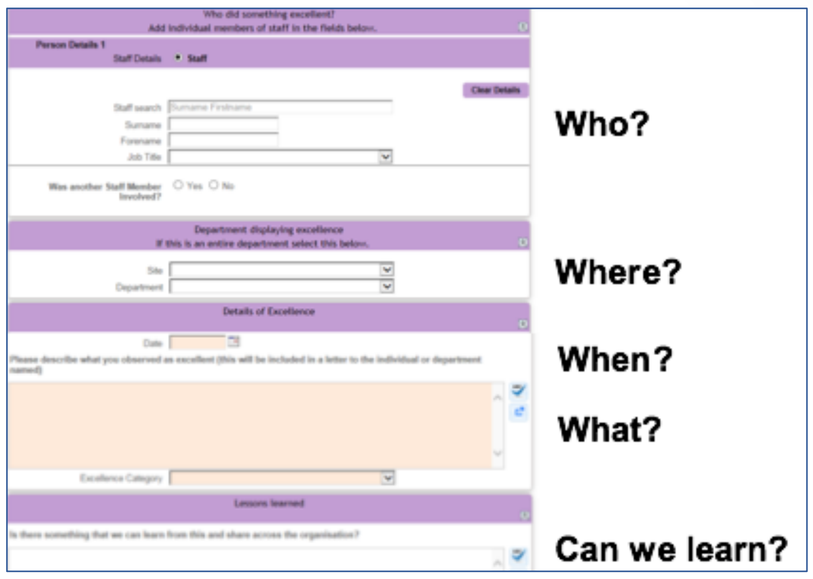
Introduction of excellence reporting to City Hospitals Sunderland: The first 6 months

Sarah Gibb, Kay Hodgson, Karen Lapworth

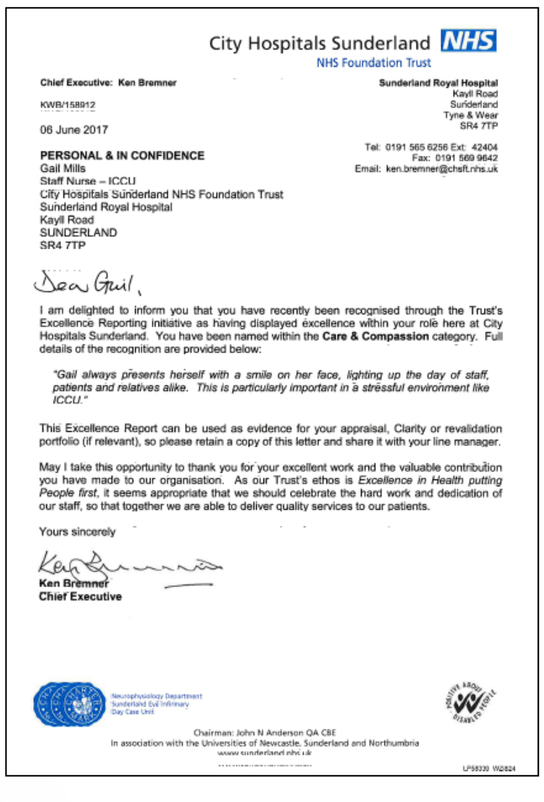
Discover

Safety in healthcare has focused on avoiding harm by learning from errors. Excellence in healthcare is highly prevalent but there is a lack of formal systems to capture it. Adrian Plunkett and colleagues at Birmingham Children's Hospital recognised this and created a system of Excellence Reporting with the aims of identifying, appreciating, studying and learning from episodes of excellence (www.learningfromexcellence.com). We introduced a similar system of Excellence Reporting at Sunderland Royal Hospital on the 14/2/17.

This takes the form of an online reporting tool using our Ulysses Risk Management System. The form captures: Who was excellent? What did they do? What does the reporter think we can learn from this?



Those reported receive a verbatim copy of the episode of excellence personally signed by the hospital CEO. The system is designed to redress the balance between reporting of errors and recording episodes of excellence. It is hoped that we can create new opportunities for learning and and that by reflecting on positive events, improve staff resilience and morale. To date we have had over 350 reported episodes of excellence at Sunderland Royal Hospital.



City Hospitals Sunderland NHS
NHS Foundation Trust

Chief Executive: Ken Bremner

KWB/158912

06 June 2017

Sunderland Royal Hospital
Kayll Road
Sunderland
Tyne & Wear
SR4 7TP

Tel: 0191 565 6256 Ext: 42404
Fax: 0191 569 9642
Email: ken.bremner@chsft.nhs.uk

PERSONAL & IN CONFIDENCE
Gail Mills
Staff Nurse – ICCU
City Hospitals Sunderland NHS Foundation Trust
Sunderland Royal Hospital
Kayll Road
SUNDERLAND
SR4 7TP

Dear Gail,

I am delighted to inform you that you have recently been recognised through the Trust's Excellence Reporting initiative as having displayed excellence within your role here at City Hospitals Sunderland. You have been named within the **Care & Compassion** category. Full details of the recognition are provided below:

"Gail always presents herself with a smile on her face, lighting up the day of staff, patients and relatives alike. This is particularly important in a stressful environment like ICCU."

This Excellence Report can be used as evidence for your appraisal, Clarity or revalidation portfolio (if relevant), so please retain a copy of this letter and share it with your line manager.

May I take this opportunity to thank you for your excellent work and the valuable contribution you have made to our organisation. As our Trust's ethos is *Excellence in Health putting People first*, it seems appropriate that we should celebrate the hard work and dedication of our staff, so that together we are able to deliver quality services to our patients.

Yours sincerely

Ken Bremner
Chief Executive

Neurophysiology Department
Sunderland Eye Infirmary
Day Case Unit

Chairman: John N Anderson QA CBE
In association with the Universities of Newcastle, Sunderland and Northumbria
www.sunderland.nhs.uk

LP58339 W2824

Dream

Currently we feedback to the individuals reported as having demonstrated excellent practice but are keen to develop a system for wider organisational learning. Following development of the Sunderland and South Tyneside Healthcare Alliance it is planned to introduce Excellence Reporting to South Tyneside General Hospital in the near future. This presents an opportunity to look at staff views on morale, appreciation and learning before and after the introduction of a system of capturing excellence. Neighbouring Trusts have also been establishing similar systems which has given us the opportunity to begin to develop a regional collaborative.

Design/Destiny

Appreciative Inquiry is a tool for change management which focuses on strengths. The team at Birmingham Children's Hospital has used this as a method to analyse some excellence reports in order to embed excellent practice into everyday working. We have arranged training in Appreciative Inquiry with our regional collaborators for November 2017. We are currently undertaking a survey looking at staff views on excellence reporting, impact of reporting and perceptions on learning. Informal feedback has been very positive. We plan to start to share learning through a feedback bulletin, a lessons learned session and show case event with the Trust Innovations team.

- Who was excellent?
- What did they do?
- Can we learn from this?
- Submit an EXCELLENCE REPORT now!

We can **ALL** learn from good practice & when things go well

ANY member of staff can submit an Excellence report

You can submit an Excellence Report:

- Trust's Intranet link
- Call the Assurance Team on ext. 42944
- Email assurance@chsft.nhs.uk