

# Sharing Outstanding Excellence (SOX) at Salisbury NHS Foundation Trust

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lovely good  
boosted confidence  
made me feel valued  
really appreciated  
pleasantly surprised  
recognised  
thank you  
valued  
fantastic  
reassurance  
noticed  
maintains  
motivation  
extra mile  
proud  
encouraging  
grateful  
appreciated  
boost to confidence  
notices  
motivates  
morale boost



Inspired by 'Learning from Excellence' and with an area keen to try the initiative we surveyed staff to ascertain their feelings about reporting excellence.

- 95% of staff believed they learned from positive events but only 65% of the staff felt that good practice was formally recognised.

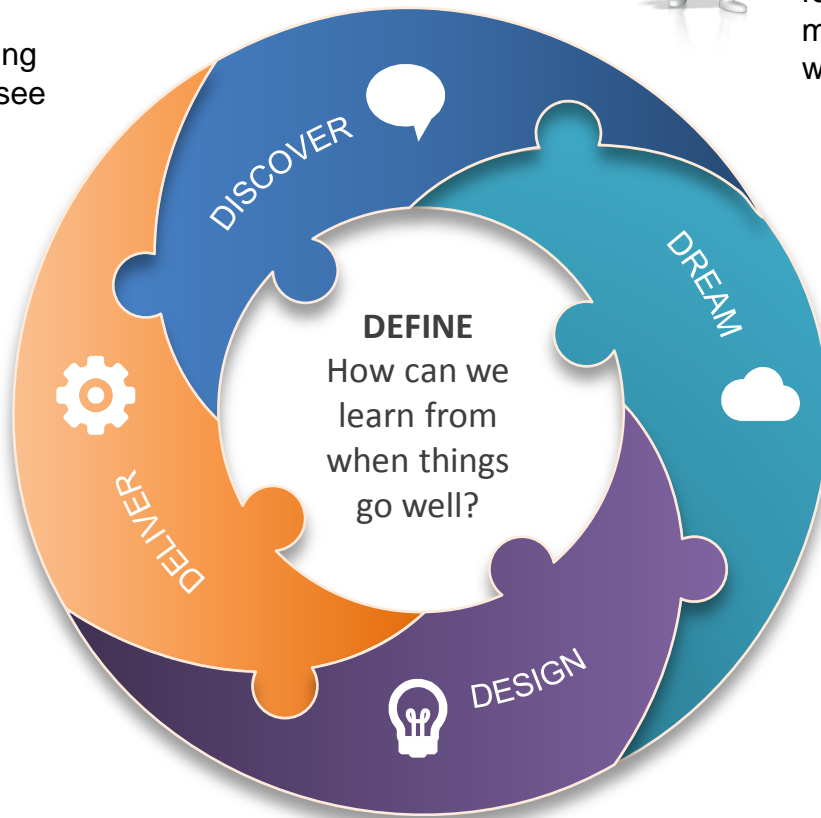


A 2-day Appreciative Inquiry facilitators training course has helped us see how we can learn from excellence



A simple paper-based reporting tool was introduced for staff to feedback excellence seen and make suggestions as to 'how we can do more of this?'

The initiative is being rolled out as part of a formal process 'Scale Up 4 Safety project' with Wessex AHSN



Feedback is given via email to the nominee. Their line manager and the person who reported the excellence is copied in



The initiative was presented at a Clinical Governance core session and generated huge interest!



All nominations are posted on a patient-facing noticeboard and themes shared with the Patient Safety Steering Group



When asked if they had made a nomination those that hadn't reported that it was because they did not know how and needed more publicity and promotion about the initiative.



More than 50% of staff said that they had used their nomination in an appraisal, with another 24% saying that they planned to do so



Those that had been nominated report feeling 'appreciated', 'boosting confidence' and 'fantastic'.



93% reported that it improved staff morale, with 96% stating that it can increase quality of care.