

**Appreciative inquiry into why trainees rate placement highly
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Define: What did we do?

- Excellence nomination by College tutor for general paediatric team following outstanding trainee feedback in the London school of Paediatrics
- Excellence team carried out AI to see what could be learnt from the department and consultants and identify ideas that are transferable to other departments.
- Visits and trainee working groups triggered with poor feedback but no further investigation when feedback is good or excellent

Design: What is transferable to other teams/departments?

Breakfast forum with consultant and exec team

- Makes junior doctors feel valued
- Feel they can make positive changes and this is encouraged
- Facilitated to attend

Handover

- Encouraging, good, supportive handover

Induction

- Welcome drinks make you immediately feel part of team
- From day 1 the department making you feel like you are interested in them as an individual
- Encourage positive change from the beginning
- QI expertise and encouragement

Education

- Juniors encouraged to be involved in lots of different activities of their choice and this is facilitated by the consultants
- Actually get study leave
- Lots of free leadership, management and QI events at ELCH/GSTT
- Medical student teaching is encouraged and facilitated and certificate provided to recognise input
- Consultants happy to hold bleeps to facilitate teaching

Work

- Admin days within rota which usually happen
- Consultant regularly checks in that you are ok and you have eaten lunch



Discovery: What was great? Why did you rate job highly?

- **Structure:** Set structure of day which facilitates team working and breaks
- **Role:** Set roles in general patients and complex patients
- **Consultants:** Consultants are consistent in their approach, flexible, approachable and non-critical but do feedback when things could be managed differently
- **Teamwork:** feel part of the team, feel valued and listened to, team well regarded with good role models and is positive and functions well
- **PNP's:** Supportive, experienced, deflect workload and provide good interface between medical and nursing team
- **Opportunity:** Encouraged to be involved with lots of projects and this is facilitated
- **Evelina mindset:** Change and improvement encouraged, often with exec and financial backing



Destiny: How can we make this reality, what are the challenges?

- Look for excellence and visit highly performing departments and carry out appreciative inquiry meetings to discover what is done well and how.
- Share results of appreciative inquiries from highly rated placements with other departments and hospitals
- Actively ask what would trainees 'dream' for the job would be: great ideas how to make roles better and improve patient care