University Hospitals of North Midlands NHS Trust

The Joy of EXcellence

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INTRODUCTION

36% of NHS staff in England suffered as a result of work-related stress in 2017 [1], and we are frequently reminded by the media about the general levels of low morale to be seen within the NHS. Benefits of good morale include:

- **Improved patient safety**
- **Improved patient experience of care**
- **Reduced costs (lower sickness rates, less agency useage)**
- **Professional & personal benefits (improved job satisfaction**

We aimed to show that the implementation of excellence reporting (ER) within a department led to improvement in staff morale.

Methods

"Short Warwick-Edinburgh Mental Well-being Scale" questionnaire given to staff → Excellence Reporting (ER) Implemented → ER runs for 6 weeks, those nominated receive anonymised feedback → Short Warwick-Edinburgh Mental Well-being Scale" questionnaire repeated

☹ **Short Warwick-Edinburgh Mental Well-being Scale[2] (SWEMWBS)** ☺

None Of The Time — Rarely — Some Of The Time — Often — All Of The Time

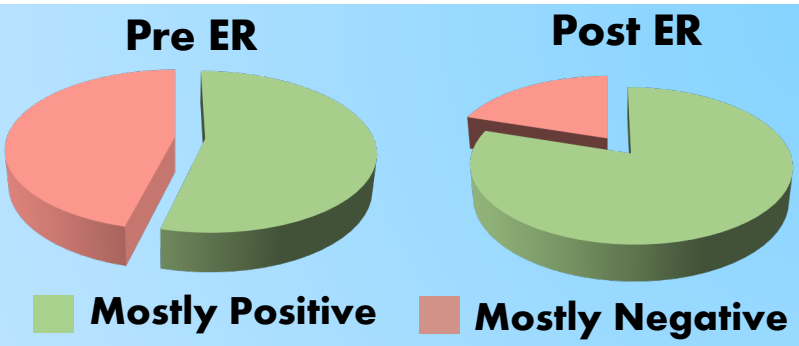
Mostly Negative | **Mostly Positive**

Statements:

- **I've been feeling optimistic**
- **I've been feeling relaxed**
- **I've been thinking clearly**
- **I've been able to make my own mind up about things**
- **I've been feeling useful**
- **I've been dealing with problems well**
- **I've been feeling close to other people**

RESULTS

- **142 Excellence reports completed**
- **37 respondents to SWEMWBS questionnaire pre and post implementation**
- **Median improvement of 50% across the scales measured.**



Conclusions

- **ER improves how staff feel about work**
- **Increased positive responses across all domains of SWEMWBS**
- **Demonstrating positive improvement in staff morale has lead to ER being implemented in other departments**

References

1) NHS StaffSurveys.2018.NHS StaffSurveys-2017 Results. [ONLINE] Available at http://www.nhsstaffsurveys.com

2) Warwick-Edinburgh Mental Well-being Scale (WEMWBS) © NHS Health Scotland, University of Warwick and University of Edinburgh, 2006, all rights reserved.