

The impact on staff of a learning from excellence programme in the paediatric department of North Middlesex Hospital

Claire Strauss, Jessica Salkind, Victoria Jones

Background and Methods

'Greatix', a learning from excellence system, has been running in our paediatric department since November 2016. To date **1040** greatixes have been submitted or received by members of the paediatric department. The number of monthly greatixes has steadily increased, as has the involvement of non clinical staff including administrative and domestic staff. Patients and their families are also able to submit greatixes to staff through collection boxes in clinical areas. The programme has recently been rolled out trust wide through an intranet link for submitting greatixes. Over 100 greatixes have been submitted through this from many different hospital departments. Periodically, paediatric staff are surveyed regarding their experience of the greatix programme. This is done through paper and electronic (survey monkey) questionnaires.

Results

80 staff members completed the most recent survey.

89% of survey respondents have received a greatix.

The most common barrier to submitting a greatix is forgetting to do it.

80% said they use greatix to give positive feedback.

36% said they have 'greatixed' someone in a different role

30% have 'greatixed' a junior colleague and

30% have 'greatixed' a senior colleague.



Why did you submit a greatix?

% of responses

The recipient would feel good about what they had done	29
The recipient would gain confidence	13
The recipient would learn that what they did was good and repeat it	22
The behaviour would be highlighted and emulated	12
To say thank you	19
Other	<1%

If you do something good or well do you learn from it? %

Sometimes

19%

No

0%

Yes

81%

Representation of the most common terms used to describe how receiving a greatix makes staff feel.



Valued (22), Appreciated (15), Good (9), Great (7), Happy (7) and Confident (6).

Positive feedback is always good and to review feedback from everywhere is good learning for the department

Greatix makes a real shift in the way we appreciate people - for the better. I think it works well.

Fabulous project which is very well led and coordinated.

I think the project is a really nice thing to have in our team and its nice to finally be able to focus on positives

Out of 80 responses there was only one negative response to the greatix project. "It is creating unnecessary competition among colleagues...there are some people who have never gotten a greatix but they see colleagues flaunting one and yet they do the same job even better. The greatix is biased. It should not be from colleagues."

Conclusion

Greatix, our learning from excellence programme, is expanding. Greatixes are being widely used as a form of positive feedback. There is clear evidence of Greatixes being given across professional groups and grades. This is helping to flatten the hierarchy and build rapport between members of the multidisciplinary team, improving staff wellbeing and patient safety.