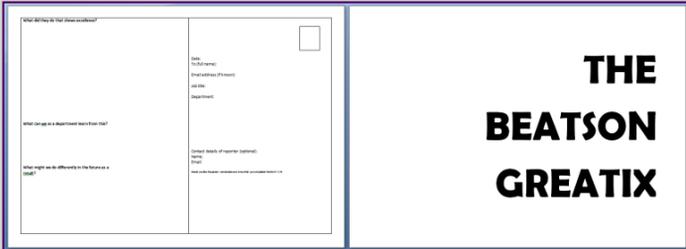


The Beatson Greatix – Excellence reporting in the Beatson West Of Scotland Cancer Centre

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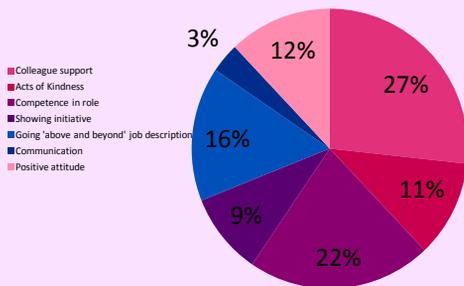
Background:

There is an increasing amount of literature on the benefits of positive feedback in healthcare. Known to improve staff morale, help prevent 'burn out' and improve patient care through encouraging a good working environment. The 'Learning from Excellence' movement has inspired positive feedback systems in many different areas across several healthboards which have proved to be a huge success.



Beatson Greatix – Excellence reporting is a structure within the Beatson WoSCC which facilitates a positive feedback system for the staff members of the Beatson allowing them the ability to report areas of good practice that should be celebrated. Currently this feedback is given through 'Beatson Greatix' postboxes which are in several locations within the hospital, then processed by the Greatix team emails are sent to the team /individual who has received this feedback. This system also gives staff opportunity to reflect and improve upon their own practice through observing and learning from colleagues good examples. The nature of excellence reports vary from small acts of kindness to exceptional professionalism and going 'above and beyond' in maintaining a high standard of patient centred care.

Common themes October-January 2019/2020:



Common themes help to clarify what it is that we appreciate about our colleagues. Over the past 4 months we can see what is appreciated in our colleagues which is reflected in the word bubble to the right quoting Greatixes during this time.



Future:

- We will continue to promote the use of the Beatson Greatix with hopes that all staff within the hospital and beyond will know and use the system routinely.
- We plan to qualitatively measure the impact of receiving a Greatix using follow-up questionnaires asking about the recipients experience.
- We plan to explore other opportunities in measuring the impact of Greatix within our service and hope that this impact positively effects staff morale and feelings of being valued.

References:

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