

# What Do We Value?

## Using Excellence Reporting to Inform our Trust's values

Claire Strauss, Jessica Salkind, Hannah Marshall, Victoria Jones

### Background

Our Learning from Excellence programme (Greatix) has been in place within the paediatric department for 3 years. It was extended trust wide in July 2018 through an intranet link to a nomination form.

Greatixes indicate what trust staff value about the colleagues they nominate.

This year, as part of work on culture and leadership, our trust decided to refresh its staff values aiming to ensure staff input and ownership. Input was sought through the staff survey and the new values were determined to be:

**Caring, Fair and Open.**

### Aims

To determine whether values represented in Greatixes agree with a) staff's personal values and b) the values staff want us to exhibit as an organization.

### Methods

In order to determine the new trust values the staff survey asked;

- what are your personal values?
- what values do we display as an organization?
- what values do we want to display?

Through this short lists of values were created for both staff members' personal values and the values staff would like the organization to display (future values).

We reviewed 300 Greatix nominations from our trust wide system. For each nomination, we allocated the most applicable personal and future value from the short lists.

We compared the percentage of votes each shortlisted value received from staff and the percentage of Greatix nominations it was represented in.

### Discussion

The frequency with which a value was voted for by staff was not represented in the frequency with which it was seen in Greatix nominations.

Occasionally it was not possible to apply a shortlisted value to a Greatix. Conversely, some nominations represented multiple values.

This may, in part, be due to difficulties representing some values in the medium of Greatix nominations. Some values e.g. fairness and honesty do not lend themselves to excellence reporting. This is perhaps since they are expected to be present in all our day-to-day work and do not stand out as something 'special' or worthy of a Greatix.

### Conclusions

Although Greatix is a useful source of information of what we value in our colleagues there was little correlation between the frequency with which a value was voted for in the staff survey and that with which it was represented in our sample of greatixes.

### Results

#### Personal Values

Comparing % votes in staff survey for each shortlisted value and % greatixes in which it is the primary value

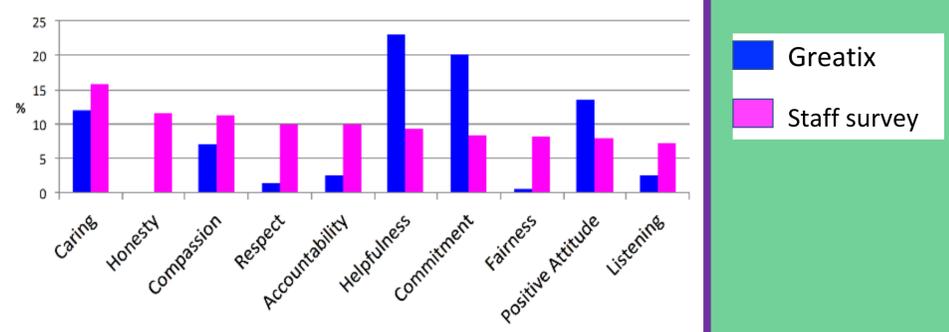


Table of most - least popular value in both staff survey and greatix

Most Popular

Votes	Greatix
Caring	Helpfulness
Honesty	Commitment
Compassion	Positive Attitude
Respect	Caring
Accountability	Compassion
Helpfulness	Accountability
Commitment	Listening
Fairness	Respect
Positive Attitude	Fairness
Listening	Honesty

Least Popular

#### Future Trust Values

Comparing % votes in staff survey for each shortlisted value and % greatixes in which it is the primary value

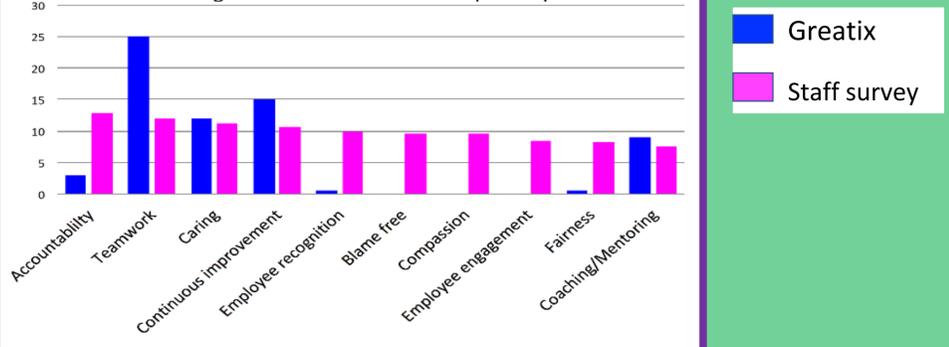


Table of most - least popular value in both staff survey and greatix

Most Popular

Votes	Greatix
Accountability	Teamwork
Teamwork	Continuous improvement
Caring	Caring
Continuous improvement	Coaching/Mentoring
Employee recognition	Employee recognition
Blame free	Fairness
Compassion	
Employee engagement	
Fairness	
Coaching/Mentoring	

Least Popular