

## A qualitative, thematic analysis of staff-reported work-placed excellence from two NHS Trusts

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### What we did:

We derived a TAXONOMY of EXCELLENCE by analysing 400 LfE reports from two centres. This built on work already conducted by the team at University Hospital Plymouth.

### How we did it:

Each member of the team independently coded 200 consecutive reports from their local site (UHP and BWC), and identified themes using thematic analysis. We then compared and refined the list of themes identified in group meetings using an iterative approach to derive a TAXONOMY OF EXCELLENCE. Finally, we derived a list of over-arching themes.

### What we found: We identified 30 themes and FIVE OVER-ARCHING themes:



**PRO-SOCIAL BEHAVIOURS**  
including peer support, compassion



**EXPERTISE & TECHNICAL SKILL**  
including clinical expertise



**POSITIVE WORK ETHIC**  
including dedication and initiative



**PERSONALISED PATIENT CARE**  
including positive deviance & innovation



**LEADERSHIP AND TEAMWORK**  
including communication & adaptability

### What does it all mean?

These five over-arching themes, and the associated taxonomy of excellence incorporate the behaviours, actions and processes that are recognised by frontline staff as exemplary in the delivery of healthcare. This taps into a previous un-accessed resource of staff-generated appreciative perceptions of what goes well in modern healthcare.

Potential applications of this data include utility in service design, education and staff-led quality improvement projects. Organisational support and recognition of this type of work, sends a message of staff support and an aspiration to deliver excellence in care, not just to avoid failure. This has potential to positively influence culture, staff engagement and morale.