

# Paediatric Glee (Greatix – Learning from Excellence Everywhere) Project

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## Dream

- We are excellent at:
- Reporting incidents
- Learning from them

**BUT..**

- No formal system to:
- Enable learning from good practice
- Say thanks and spread GLEE!

## Discover

- Anonymised way to let colleague know they have done a great job
- Quality Improvement methodology to improve process
- Interrogate and report findings
- New opportunity for learning and improving staff morale
- Focus on including EVERYONE

- Questionnaire to staff examining morale
- Oversight group of multidisciplinary representatives convened
- Resources developed to support reporting and data collection
- Nominee Letter and GREATix Certificate
- Greatix email and database
- Piloted, then rolled out throughout Paediatrics

## So far...

- 100+ nominations to date (over 12 month period)
- 20 different themes coded - most prevalent:
  - Going over and above
  - Child and family at centre of care
- Nomination example:

Staff member the first to teach and implement a new policy to support a child with a new method of feeding to return to school.

- Regular Paediatric Newsletter
- Learning presented trust wide
- Developing new processes to collate data more easily
- Support other areas in trust to implement
- Improve reporting system – Look at a Regional electronic system for all areas in Northern Ireland

## Destiny

## Design

Nominees gleefully tell us..

Receiving this nomination has made my day/week/month

This means more than you will ever know....

Made me feel good about myself

.....over the moon someone took the time to say thanks

I am genuinely touched and grateful

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