

Play Nicely – Civility on the Children’s Ward

Gemma Gough (Paediatric SAS) and Lynn Diskin (Paediatric Consultant)

The problem...

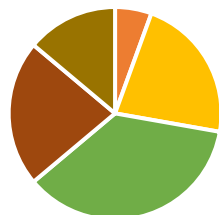
- Growing awareness of impact of incivility at work, including Civility Saves Lives campaign
- Regular anecdotal reports of incivility on the ward
- Results of children’s ward staff survey indicated a problem



What next...

- Sessions at ward nurse away days next month
- Recruiting civility champions
- ‘Tea-trolley’ ward teaching – brief, multidisciplinary, top-up sessions
- Spreading the word to other teams via lunchtime meetings and informally when visiting the ward

How often do you experience incivility on the Children's Ward



- Daily
- At least once a week
- At least once a month
- Less than once a month
- I've not experienced incivility

“It was really affirming because I lost concentration last week when I was belittled and now I don’t feel bad about myself but understand it was because of the way I was spoken to.”
Feedback from F1 Induction 2021

What we’ve done.....

- Regular teaching and discussion sessions with SHOs and Registrars
- Departmental Paediatric Grand Round
- Induction session for the Trust’s new Foundation doctors
- Discussed and suggested intervention for bystanders
- Collecting ideas for individual and departmental action
- Poster of expected behaviour and bystander role
- Become vanguards for the Trustwide work on civility

Civility on the Children's Ward: Play Nicely
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Royal United Hospitals Bath
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This is the behaviour we expect from all people working on, with or visiting the Children's ward

- Respect one another
- Speak kindly and compassionately to each other
- Be patient
- Acknowledge stressful situations and attempt to de-escalate
- Challenge unprofessional behaviour
- Be an active listener
- Raise concerns with someone you trust

What can I do if I witness uncivil behaviour?

Witnessed unprofessional behaviour? Take action

DECLARE
Don't ignore disrespectful behaviour. Use non-threatening words to cover the situation. "Hello and welcome, is there anything we can do to help?"

DELEGATE
It's OK to ask someone else to intervene. Escalate poor team behaviour to a senior staff member.

DELAY
Speak to the person who was disrespectful afterwards, try something like "I think some of our colleagues were upset by your words/actions."

DISTRACT
Interrupt and change the subject to other the direction of the interaction. Refocus the group on the task.

Become an active bystander

How can I recognise someone or say thank you?
Why not send them an email or leave them a card with a treat. You can also check out the intranet for the new paediatrics Learning From Excellence nomination form and for other trust information on ideas for rewards and recognition.