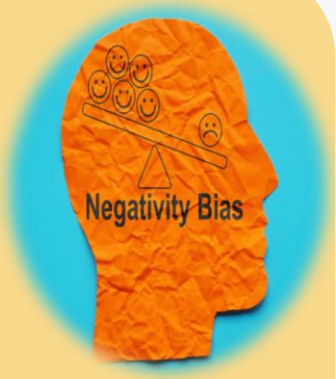
1 REASON:

- University Hospitals Birmingham (UHB) supports over 500 preceptees every year: Multi-Professional Preceptorship programme.
- Preceptees watch ***Civility Save Lives:*** When rudeness in teams turns deadly | Chris Turner | TEDxExeter - YouTube
- Group discussion reflecting on preceptees personal experiences of civility, support and kindness.

2 PROBLEM:

- We have a proclivity towards cognitive negativity bias.
- UHB colleagues who have had a positive impact towards preceptees transitional journey rarely received documented acknowledgement
- While actively acknowledging and supporting preceptees lived experiences we wanted to incorporate an ***Appreciative Inquiry*** model within Preceptorship while mirroring UHB values:

Kind
Connected
Bold



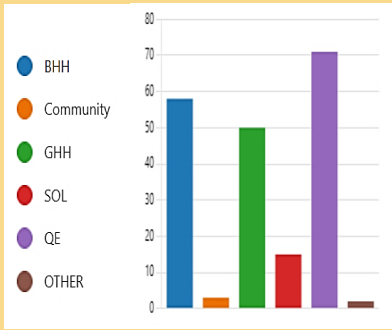
- Therefore, we created a thank you **KINDNESS ALERT**.
- We wanted the messages of KINDNESS to be **inclusive** of all staff at UHB. Demonstrating support and kindness received by preceptees from clinical and non-clinical colleagues.

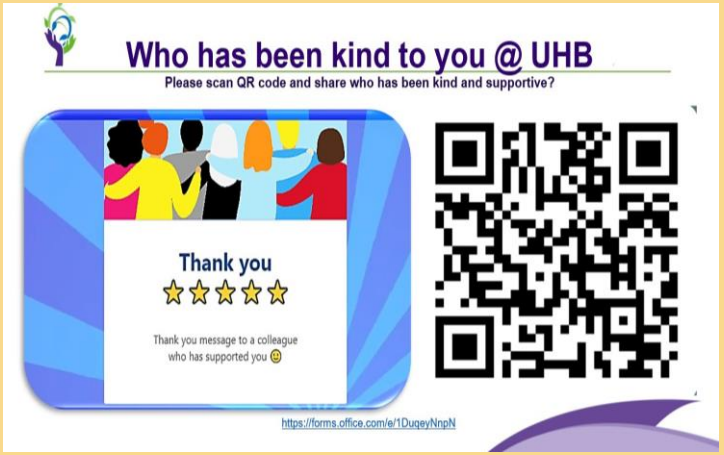
4 CONCLUSION:

Sending a **KINDNESS ALERT** is gratifying for both the *"thanker"* and the *"thankee".* It constructs a positive emotional state for ourselves and appreciation for others' supportive contributions and wellbeing.

3 RESULTS:

- Microsoft Form created with QR code asking preceptees **"*Who has been kind to you at UHB?*"** We have received **252** Thank you messages from preceptees *(April - Oct 2023).* Messages for:
  - **HCSW**
  - **Ward Clark**
  - **Nurse Associates**
  - **Midwives**
  - **Nurses**
  - **Managers**
  - **AHPs**
  - **Preceptors**
  - **Educators**





- Thank you messages received uploaded into a **KINDNESS ALERT** bespoke GIF template, then emailed to the colleague/s or clinical area specified.
- The feedback from recipients who received a **KINDNESS ALERT** has been heartening, affirming to colleagues that their kindness has been noted and recognised.
- **KINDNESS ALERT** messages circulated to the heads of departments highlighting excellence in care received by preceptees, generating a database of clinical areas mentioned.

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CIVILITY SAVES LIVES

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