MINI APPRECIATIVE INQUIRY

Healthcare professionals' experiences of Learning from Excellence and "Greatix", working in and around an Emergency Department: a qualitative study using mini-appreciative inquiry.

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This is a qualitative study. It was planned to use in person professional-to-professional semistructured interviews, using an appreciative inquiry (AI) methodology. However, participant preference was to answer these questions by email. This was conducted in August 2023.

Mini-AI questions were emailed to 4 groups depending on area of work and having given/received a Greatix.

To try and mitigate selection bias a QR code survey was advertised within the ED for the same time period for any staff member to complete.

Overall, 27 interviews were conducted by email. 12 responses were received to the survey - with only 1 professional in both groups.

THEMES IDENTIFIED

1. POSITIVE FEEDBACK
2. FULFILMENT
3. RELATIONSHIPS
4. TIME
5. ENVIRONMENT& CULTURE

"I was a bit overwhelmed to be fair as I felt I was just doing my job"

"I was truly touched by the feedback, as all too often one becomes accustomed to disrespectful behaviour thus when step have been made to give positive feedback in this way it is greatly appreciated and is to be treasured."

'I felt valued. I felt like my contribution / days work was worth while. I appreciated being appreciated"

"I feel that getting the greatix made me feel like I was more a part of the team in the ED when coming down to review patients."

"I think they give people a boost and feel their hard work has not been over looked. I think the system really helps with morale. I also think it helps with interdisciplinary team building."

"I was grateful that a very busy department took the time to acknowledge my contributions: I think it has made me feel more 'part of the team' when in A+E as opposed to an isolated visiting clinician"

" I was delighted to receive the Greatix as it made me feel appreciated especially knowing that someone took the time to give feedback."

"Really touched that someone spent the time to go through a formal process of recognition."

" I felt that the comments were heartfelt, it takes a lot for a person to take the time after numerous busy shifts to sit down and type out positive feedback"

The first one was a nice surprise, the second one caught me just at the beginning of a near full burnout and completely changed my outlook for the week ahead. So, the effect can be profound, especially in time of high hospital pressure...

"When you've been busy and stressed it's easy to forget about the good things you've done during the shift and greatix helps to remind you that you are doing a good job and your work is being noticed and valued."

"Greatix recognises and reinforce positive behaviours and cultures in the dept especially after difficult situations."

Feedback from this mini Appreciative Inquiry was overwhelmingly positive. Suggestions for improvement focused on accessibility of the form and making LfE more universal. The survey findings echoed the mini-AI: work can leave people feeling undervalued and people would be pleased to receive recognition of their work in this way.