# Excellence in Action!

learning from excellence

NHS
Dartford and Gravesham
NHS Trust

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## Project Team

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## Background

Project started in January 2025, aim to launch a platform to capture, study and learn from Excellence. This is aligned with PSIRF and learning from what goes well.

## Aims

- Provide positive feedback to staff
- Improve staff morale and safety culture
- Align to formal staff recognition programmes.

## Survey Results

- Provide positive feedback to staff
- Improve staff morale and safety culture
- Align to formal staff recognition programmes.

**90%** **of staff told us that they were familiar with incident reporting system**

**90%** **of staff would consider reporting a colleague for excellence**

*“This is an excellent idea to recognise the wonderful work we all do.This is long overdue, recognising our colleagues can only be a positive”*

## Method

- Form created on the incident reporting system & tested with staff, including notifications to thank staff for reporting.
- Categories were based around the Trust Values categories
- Certificate designed and monthly Excellence report created to share at Patient Safety and Experience Committees.
- Intranet page created with flyers for staff around how to report.

## Results

**Over 140** reports of Excellence since launch! Staff feedback is very positive. The Trust share learning from Excellence reporting in multiple ways such as huddles/ newsletters, reports and meetings. All nominees are considered for Staff awards & further recognition. Staff are using certificates for appraisals & revalidation evidence.

## Next Steps

- Continue to encourage staff to report Excellence in Action and increase reporting figures.
- Transition to a new risk management system in October 2025, linking to “Good Care”
- Testing out use of After Action reviews (AAR’s) to study excellence.
- Sharing our approach with our Kent & Medway partners and the ICB.