Project Civility: One Team, One Goal

A culture review found workplace incivility, high short-term sickness, repeated incidents, inexperienced teams, poor staff survey results, rising leavers and vacancies, revealing cultural and operational gaps.

Using Continuous Improvement (CI), the aim was to reduce adverse events and complaints while creating a compassionate, inclusive environment where learning and improvement are routine.

Continuous Improvement

- Co-created a civility benchmark
- Up-skilled in improvement methodology
- Huddled in practice
- Trialled and tested ideas
- Recognised excellence
- Coached and prioritised wellbeing

Outcomes

- Positive momentum towards civility benchmark
- Improvements in retention
- Short-term sickness improved
- Incidents established
- Improved staff survey
- NHS England Award
- Distinction in Apprenticeship

Lessons Learnt

Unreliable behavioral incident data limits insight, while boosting staff survey responses can improve understanding. Lower band staff show better engagement, but clinicians' task-focused mindset makes embedding improvement work challenging.

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