

Case study: Getting it Right Programme (for our patients and each other)

This programme was designed to improve patient experience following a theme of complaints relating to poor behaviour and attitude of some staff towards each other and to patients and visitors.

It focuses on compassion, kindness and caring from staff, positively affecting both experience and safety and reducing the frequency of complaints related to poor staff manner and attitude.

It is designed for multi-disciplinary attendance and provides a chance to discuss why we come to work and to reconnect with both the Trust's values and behaviours and personal drivers. Within the session the patient voice is shared with the use of complaints and patient experience data and staff are encouraged to explore what they perceive to be barriers to providing compassionate care.

The presentation is designed to promote both reflection and discussion and staff are encouraged to share their own stories. Areas that are covered include, privacy and dignity, compassion, "what good looks like," empathy and civility within teams.

It was launched in March 2020 and over four sessions 36 staff attended from several clinical areas. Each session lasts approximately two hours and staff are asked to sign and take away a pledge as they leave, stating how they plan to make a difference. It has been well evaluated but is very much an iterative process using feedback to inform content/delivery going forward.