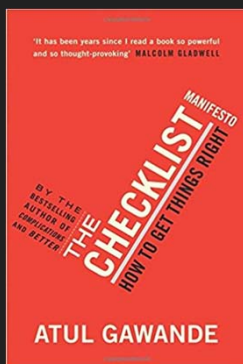


# The Introduction of Excellence Reporting in Maternity at Oxford University Hospitals Women's Centre

Lauren Green, Annika Smith, Mel Whitfield, Naomi Manley, Jason Reidy and Rebecca Black

## 1. Healthcare is complicated



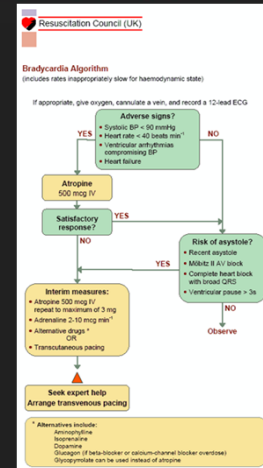
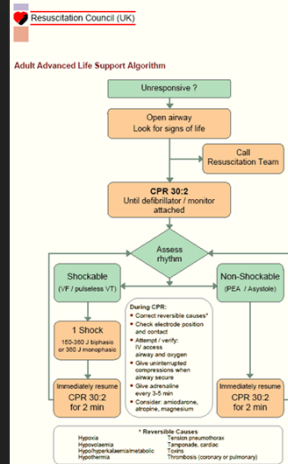
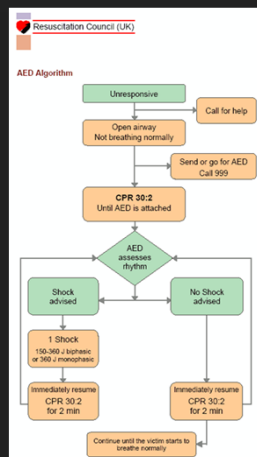
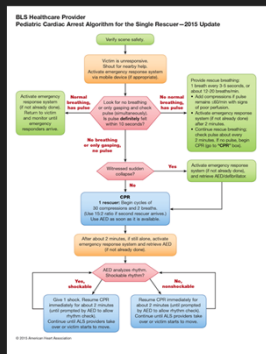
From an era of ignorance to an era of ineptitude

# Resus training in the 1950s



- 'Sister, I think Mr Jones has had a heart attack'
- 'Shall I give some morphine doctor?'
- 'Yes'
- The End

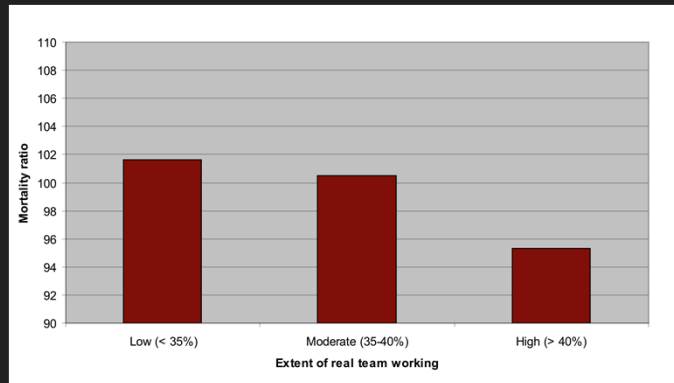
# Resuscitation now



## 2. The delivery of maternity care requires a team



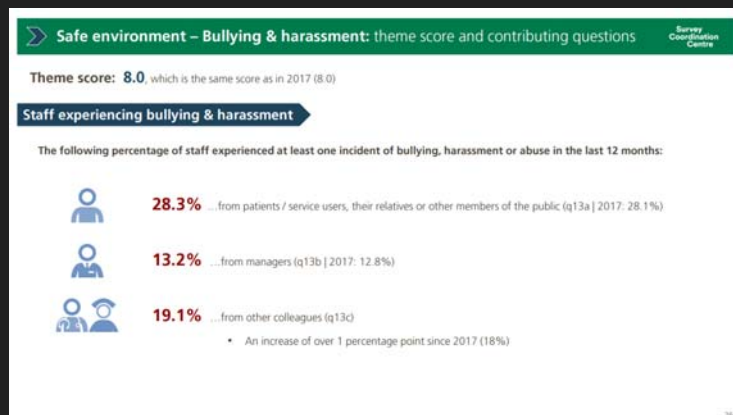
- Teams that work well together produce better outcomes for patients



West et al

## 3. Lovely people work in maternity

- So how do we treat each other?



- Workforce issues
- 30% attrition rate ST1 to ST6
- Bullying and undermining

## INCIVILITY THE FACTS

**WHAT HAPPENS WHEN SOMEONE IS RUDE?**

**80%** of recipients lose time worrying about the rudeness  


**38%** reduce the quality of their work  


**48%** reduce their time at work  


**25%** take it out on service users  


**Less effective clinicians provide poorer care**

**WITNESSES**

**20%** decrease in performance  


**50%** decrease in willingness to help others  


**SERVICE USERS**

**75%** less enthusiasm for the organisation  

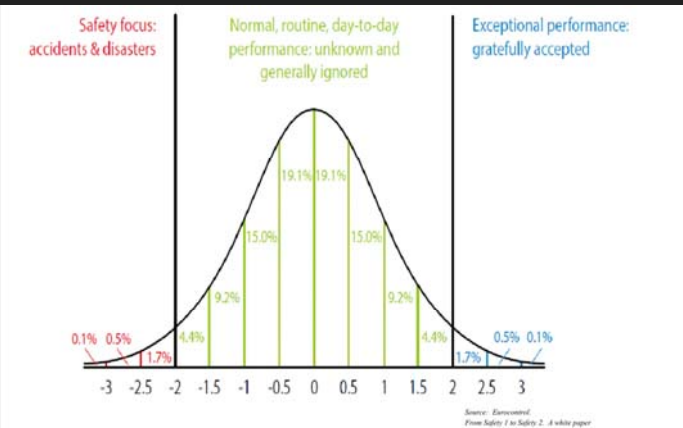

**Incivility affects more than just the recipient  
IT AFFECTS EVERYONE**

CIVILITY SAVES LIVES

The price of incivility, Perath C, Pearson C, Harv Bus Rev. 2013 Jan-Feb;93(1-2):114-21, 146.


www.civilitysaveslives.com

## 4. Excellence reporting



Source: Estimated. From Table 1 in Safety 2. A white paper www.assurant.co.uk

- (Not another staff recognition award scheme)
- Appreciation of individuals or teams
- 'We believe that studying excellence in healthcare can create new opportunities for learning and improving resilience and staff morale.'



# What Oxford Maternity Staff Told Us...

Setting up Excellence Reporting in Maternity at OUHFT

## December 2017

- 160 responses, all members of intrapartum MDT
- 42% felt appreciated 'often' or 'always'
- 42% had been told they were excellent in the last 6 months

How did being involved with a SIRI or Datix make you feel?

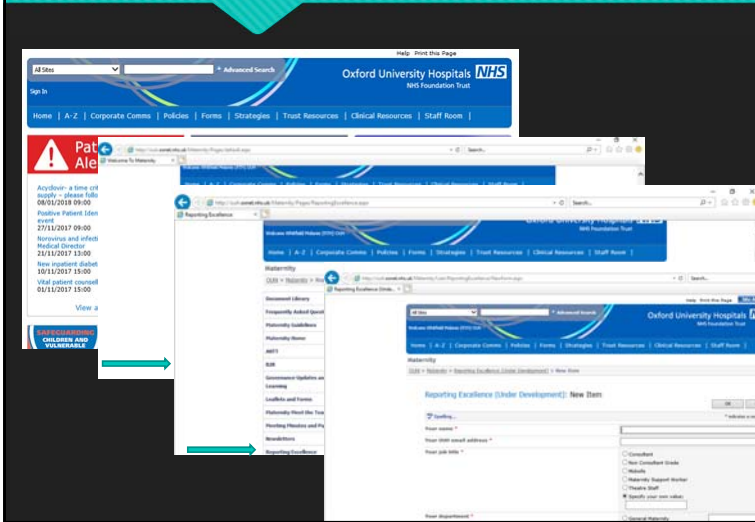


How does receiving positive feedback make you feel?



- 39% had heard of Excellence Reporting
- 78% thought there were equal learning opportunities to be gained from when things go well, as there are from when things go badly

# March 2018: Excellence Reporting launched



Are you dismayed by Datix?

Subdued by SIRIs?

Nervous about Never Events?

Reporting Excellence is coming to Maternity February 2018!

Have you seen something excellent?

Take a few moments out of your day to fill in a form for a colleague on the intranet.

We will feedback to them directly.

This is your opportunity to make someone's day!

# February 2019

○ 121 responses, all members of intrapartum MDT

Reporting Excellence is coming to Maternity

Make someone's day



Let them know they're appreciated

If you've seen something excellent, take a few moments out of your day to fill in an Excellence Report for a colleague on the intranet.

Any questions or comments about Reporting Excellence, please contact us:  
[maternity.governance@excellence@ouh.nhs.uk](mailto:maternity.governance@excellence@ouh.nhs.uk)  
<http://ouh.oxent.nhs.uk/Maternity/Pages/ReportingExcellence.aspx>  
[learningfromexcellence.com](http://learningfromexcellence.com)

How did receiving an excellence report make you feel?



- 20.2% of respondents had received an Excellence Report

How did sending an excellence report make you feel?

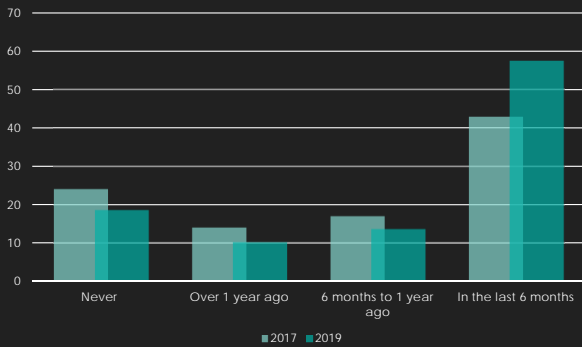


- 19.7 % of respondents had sent an Excellence Report



# Has the culture changed?

When was the last time you were told you were excellent?



*Increases work resilience & motivates me to go the extra mile...especially when staff morale is low  
 Feel part of the team, motivated to do even better.  
 It is very helpful, particularly after challenging cases.  
 Worthwhile, valued & keen to return for next shift.  
 It feels great & restores my confidence that I am on the right track.  
 Gave me a big smile for rest of that day.  
 Entirely transforms feelings about getting out of bed each morning!*

## Your Learning from Excellence Links

- Great Western Hospital
- Milton Keynes: *GREATix* Reporting System. [Lorraine.Hawkins@mkuh.nhs.uk](mailto:Lorraine.Hawkins@mkuh.nhs.uk)
- Oxford: [lauren.green@ouh.nhs.uk](mailto:lauren.green@ouh.nhs.uk) [maternity.governance/excellence@ouh.nhs.uk](mailto:maternity.governance/excellence@ouh.nhs.uk)
- Royal Berkshire Hospital: *Above & Beyond* [Ed.Todman@royalberkshire.nhs.uk](mailto:Ed.Todman@royalberkshire.nhs.uk)
- Stoke Mandeville Hospital: [matthew.size@buckshealthcare.nhs.uk](mailto:matthew.size@buckshealthcare.nhs.uk)
- Wexham Park Hospital: Sarah Kwok

[Amanda.TREx@outlook.com](mailto:Amanda.TREx@outlook.com)  
[Learningfromexcellence.com](http://Learningfromexcellence.com)

A community and network of healthcare professionals who champion Excellence Reporting

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