

Gloucestershire Safety and Quality Improvement Academy 2025

Gloucestershire Hospitals NHS Foundation Trust

Your chance to say thank you project Amanda Prout & Sarah Sharp

Background and problem

On a daily basis throughout the Trust, positive feedback is undervalued and seldom reported. This does not encourage positive staff morale or wellbeing and also impacts on patient experience.

This has been impacted by Covid, CQC and Media coverage of NHS, overall lack of interest in positive feedback and inconsistent reporting of compliments by departments.

SMART aim

To improve and promote process and culture of capturing compliments within the Trust, increasing it by 20% over 6 months.

Driver Diagram SMART Aim Primary Drivers Secondary Drivers Change Ideas Create a poster, scannable QR code/Posters QR code, program to Improve and Method to generate results, including a capture staff promote YCTSTY email. compliments process and Email address culture of Effective comms including Comms/Media capturing local radio and social Promote/raise media. Promote awareness compliments awareness of Work of mouth of the posters location to within the the project staff and patients, and to Distribution Trust, outline it's purpose. increasing it by Delivering 20% over 6 Distribution pathway thank you's to YCTSTY Inbox, checking months. and reporting process and Generic inbox effectively a way to survey the results. Standardised ema

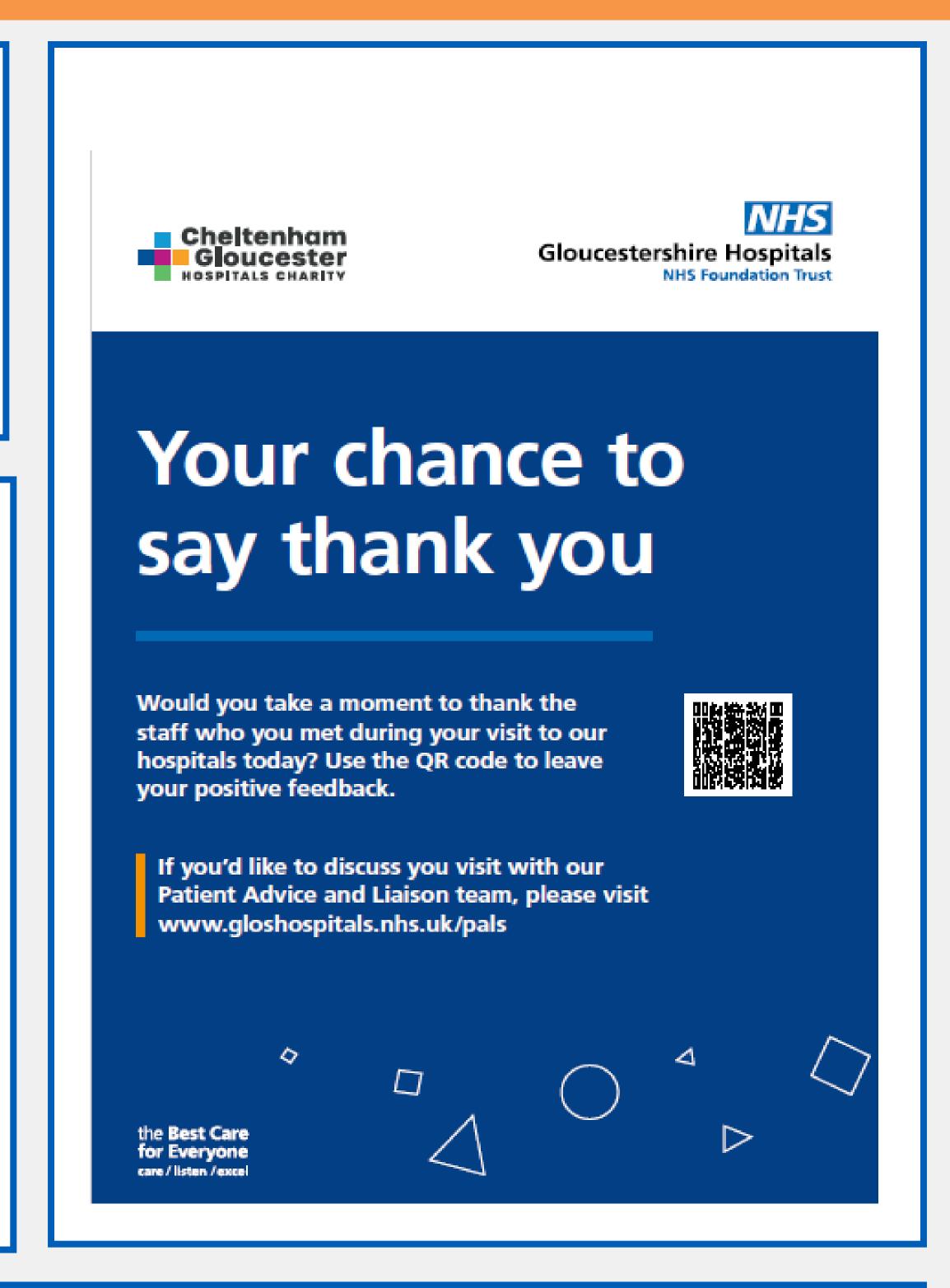
PDSA Cycles and Lessons Learnt

•Cycle 1A The first posters went up in GRH in the Tower block exit/entrances, lift lobbies and Gallery entrance

•Cycle 1B All inpatient wards in GRH & CGH were added to the QR dropdown. Posters were put up in CGH Radiology, Blue Spa West block and corridors

•Cycle 2A QR dropdowns were updated to include additional location's and a 3rd drop down to ease the process and promoted on local radio

Cycle 2B 270 additional posters went up across both sites.
 Project publicized on Social media



Surveys responses from recipients comparing how they felt before and after receiving the thank you I feel appreciated I feel recognised I feel recognised I feel recognised I feel recognised after receiving the thank you generally agree appreciated after receiving the thank you generally agree and after receiving the thank you message I feel recognised I feel recognised after receiving this thank you message I feel receiving this thank you message

Next Steps

Following the success of the 'Your chance to say thank you project' and it's unique way of capturing feedback directly from patients and relatives, the trust has adopted this as part of the recognition offering to staff. The project has helped identify individuals who are consistently displaying the Trust's core values and delivering positive patient experiences, through the feedback received. The 'Your chance to say thank you' award will be included in the GHNHSFT staff awards from this year!