



Your chance to say thank you project

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Background and problem

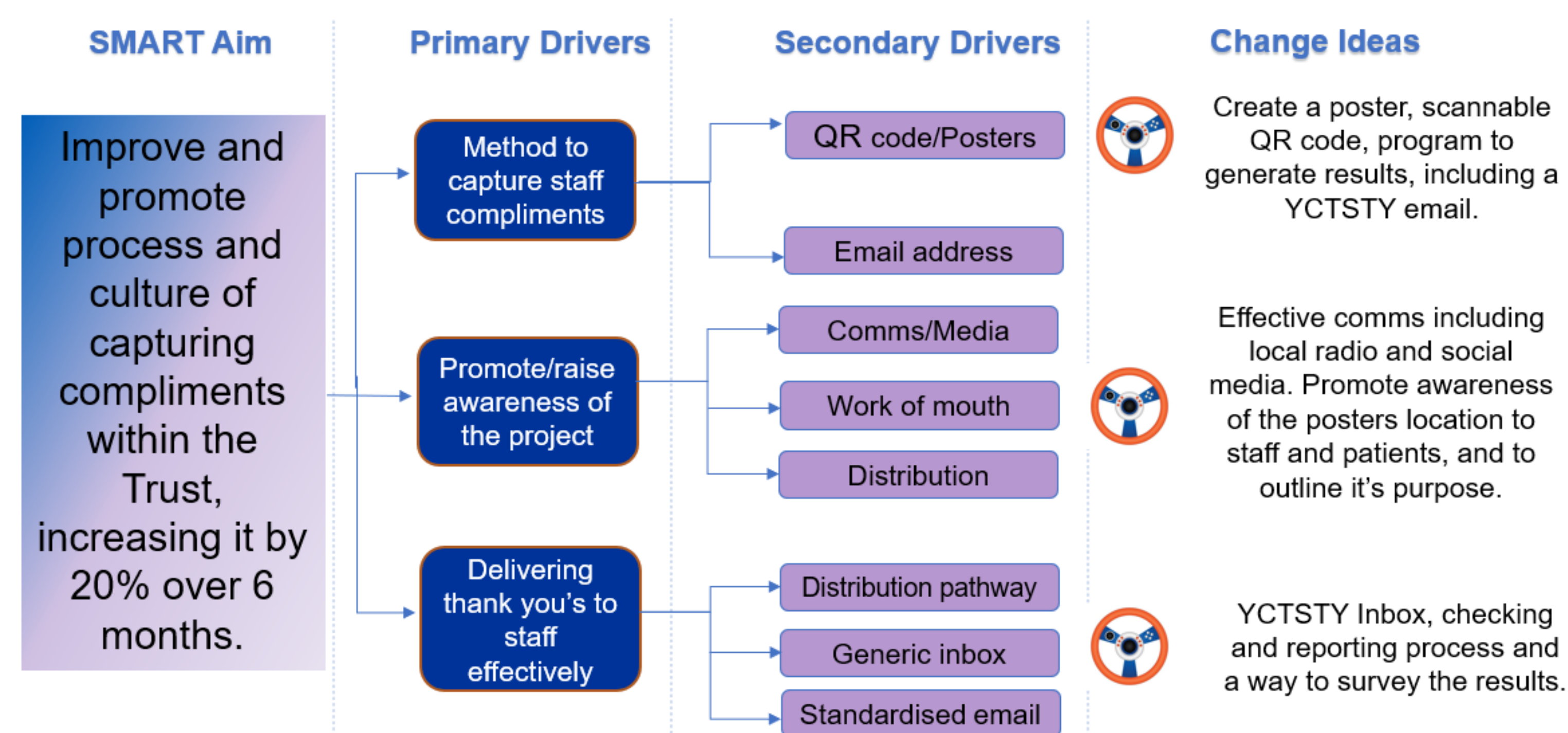
On a daily basis throughout the Trust, positive feedback is undervalued and seldom reported. This does not encourage positive staff morale or wellbeing and also impacts on patient experience.

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



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

Your chance to say thank you

Would you take a moment to thank the staff who you met during your visit to our hospitals today? Use the QR code to leave your positive feedback.

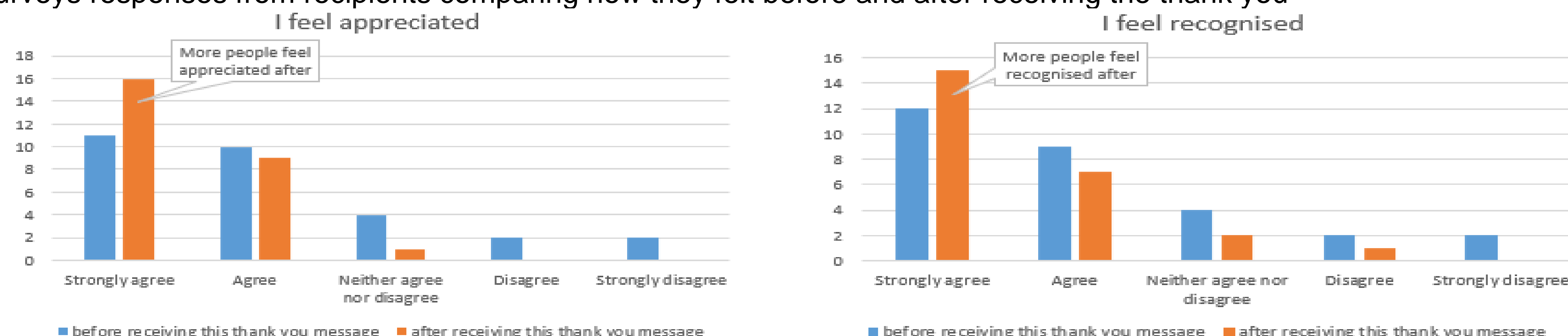


If you'd like to discuss your visit with our Patient Advice and Liaison team, please visit www.gloshospitals.nhs.uk/pals

the Best Care
for Everyone
care / listen / excel

Feedback Data

Surveys responses from recipients comparing how they felt before and after receiving the thank you



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!