

Compliments Collation: A Recipe for Success



**Rachel Lovesy, Head of Patient Experience &
Engagement**

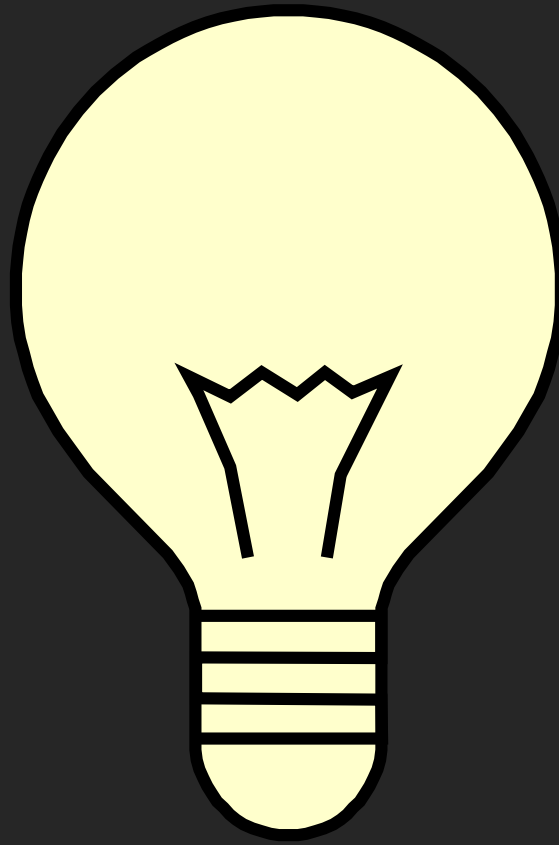
Vigi Arun, Cardiology Ward Sister

Our Recipe for Success



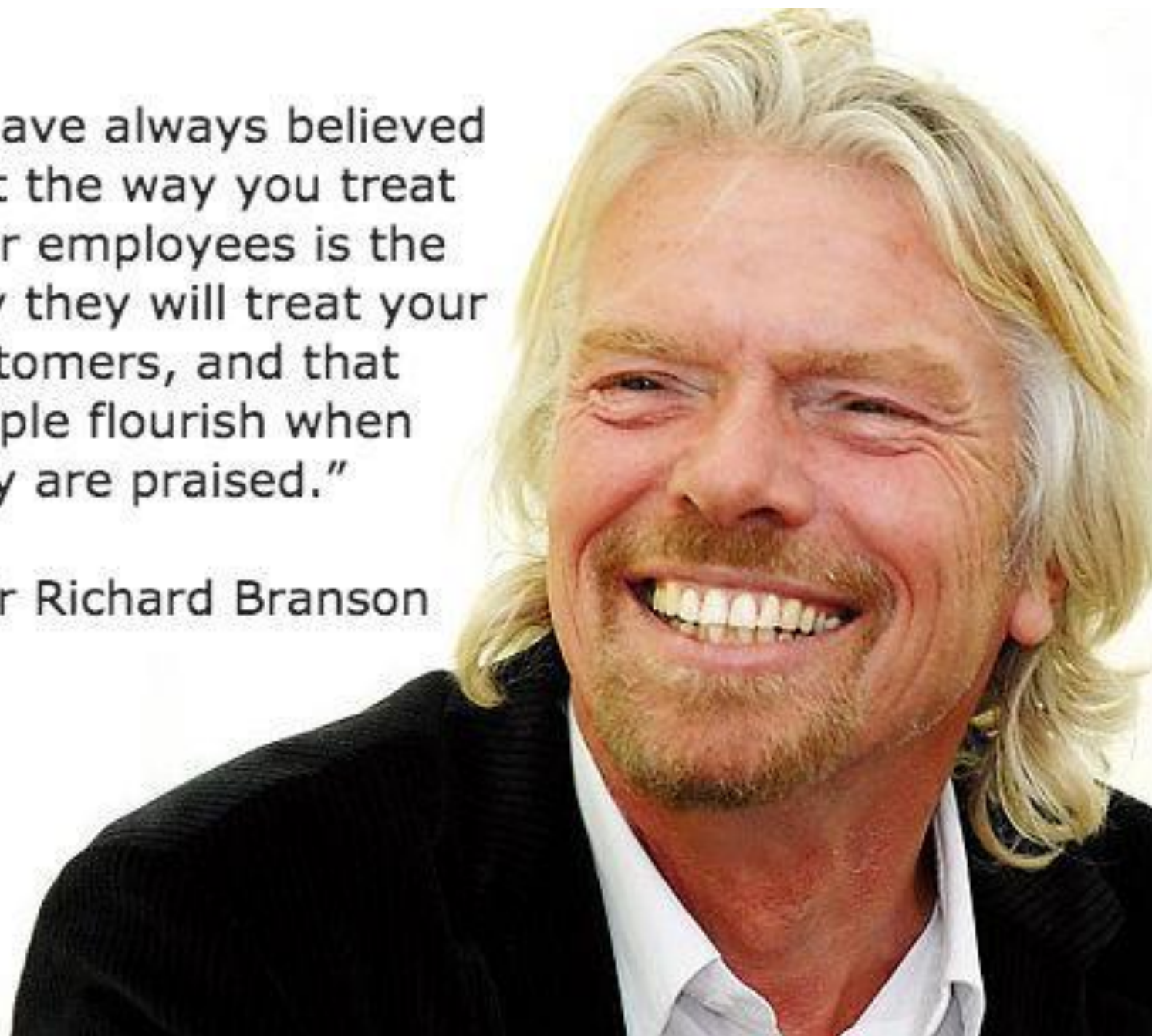
“The work we have undertaken is **all** about ensuring staff are made aware of the compliments, praise and recognition that they receive from patients every single day”

Why?



"I have always believed that the way you treat your employees is the way they will treat your customers, and that people flourish when they are praised."

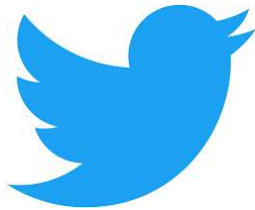
-Sir Richard Branson



Think Staff
~
Talk Patients

- Identified link between Happy Staff = Happy Patients
- NGH focussed on staff praise, recognition, wellbeing and engagement
- Today we are focussing on praise & recognition - just one page in the recipe book

The Ingredients



**Friends & Family
Test**

**Online reviews
Facebook posts**

Tweets

Thank you cards

Letters to CEO

Letters to PALS





Patient
Opinion

NHS
choices



The Friends
and Family Test

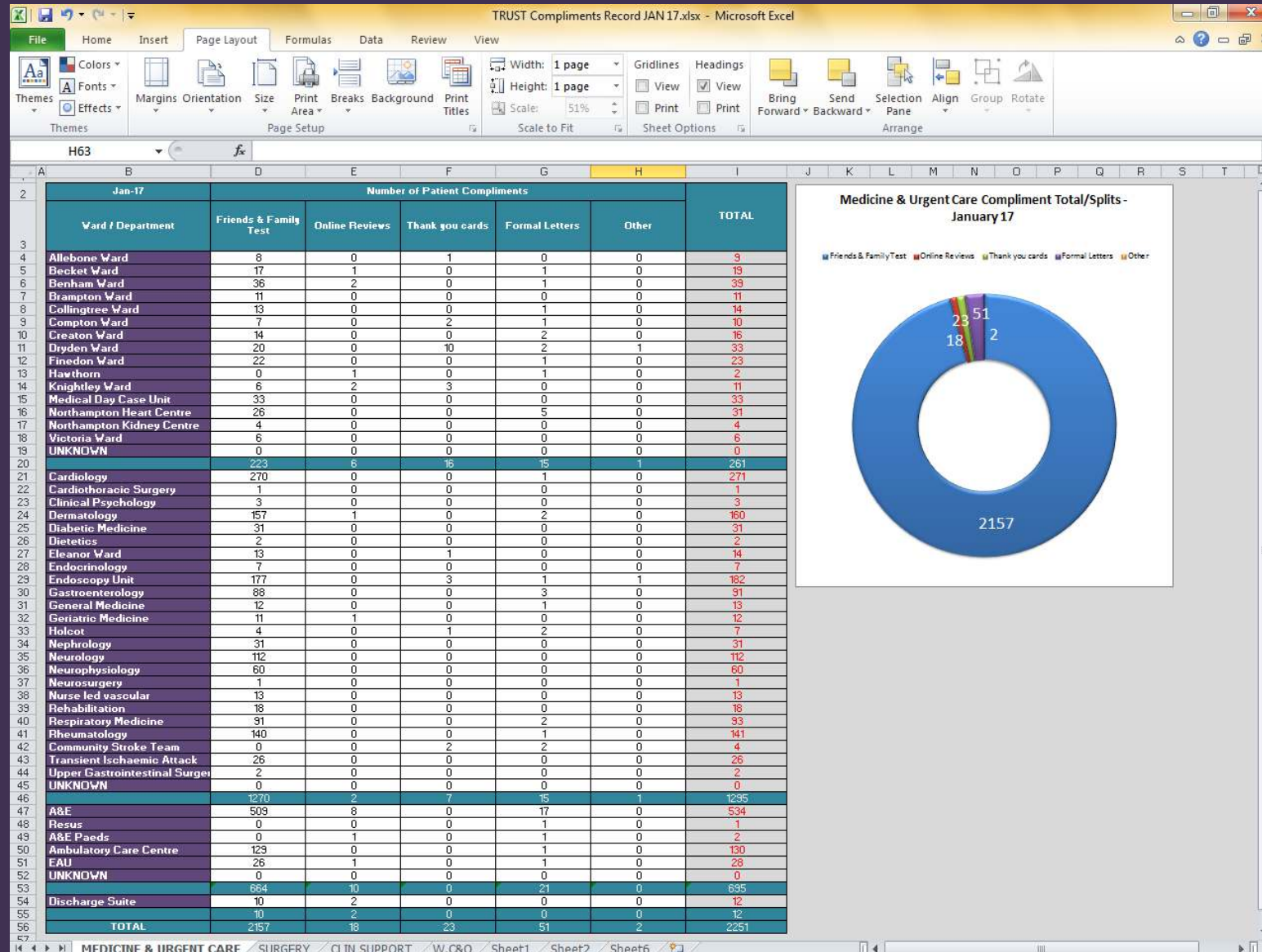


Method

- Each service is asked to send any compliments received into the patient experience office
- The same is done by PALS and the CEO's office
- All positive comments received via the FFT extracted
- All online reviews and tweets recorded



Compliments Collation



Dear All,

Please find attached an accumulation of all the compliments that I have received into the Patient Experience office for March. Response has increased hugely which is great to see! There were some truly fantastic compliments from our patients, from many different sources including Thank you cards, FFT comments, Twitter, Facebook, NHS Choices, Google Reviews and Patient Opinion. Here are some examples;

My husband was admitted 2 weeks ago and I just wanted to say how proud I am of NGH's staff and the care they gave my husband. He was admitted in the evening and we did have a little wait for a bed, we were kept updated all the time. The hospital was so, so busy, the staff magnificent - well done all, thank goodness for our NHS and for the dedicated staff that work so hard to keep it running.

Thank all the staff for the wonderful care you gave my mother in law Audrey on Cedar ward, you guys are amazing.

Yesterday I was a patient in the Ambulatory Care Centre. The care and support that I received was excellent. Thank you to all the staff... all your hard work isn't always acknowledged as it should be.

Doctors and Nurses on Paddington Ward dealt with my very poorly 2year old daughter who had tonsillitis. They were very patient with her when she refused to take any fluids or medicine. The nurses were also brilliant at taking her mind off of it whilst they done her obs. Thank you!

@NGHnhstrust thanks to your staff in A&E resus and the stroke Dr and nurse for looking after my dad yesterday, all great, a credit to #NHS

@NGHnhstrust The biggest thank you ever for superb care of my husband provided by Rob Hicks and his team #bestpossiblecare #SaveOurNHS

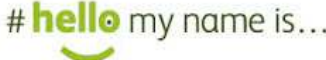
Big thanks to all @NGHnhstrust & @MacmillanScot who helped my Dad through his first chemo session yesterday #Cancer

@NGHnhstrust Many thanks to the very kind and competent Tahera in Audiology for all her care today

Can I please just ask that the area in which the thank you cards refer too is written on the card? We've received many in from the FFT Postboxes and have struggled to identify where they have come from.

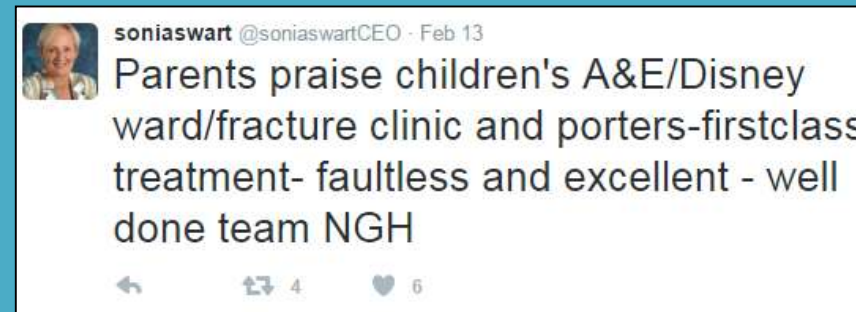
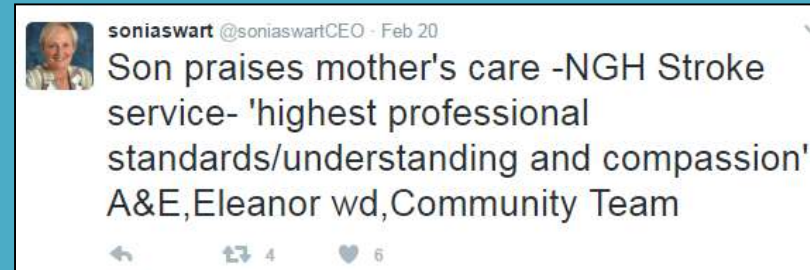
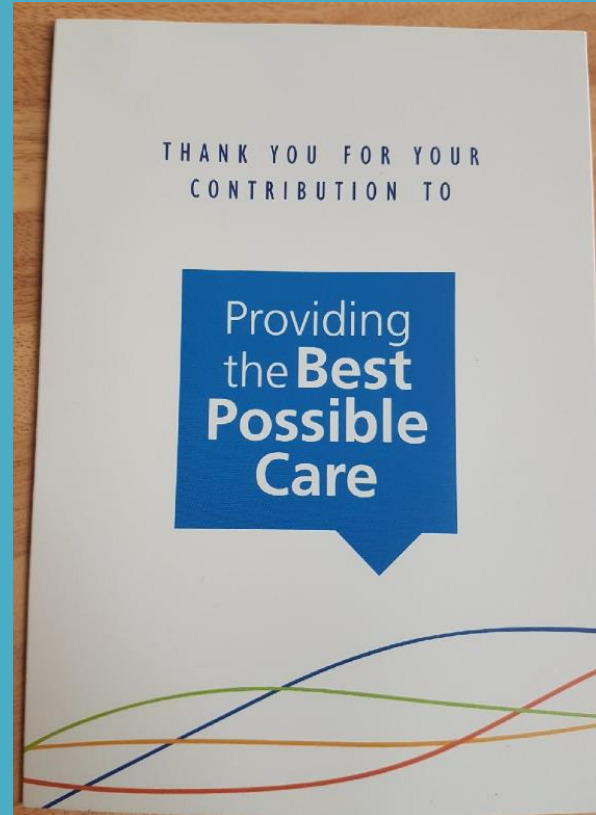
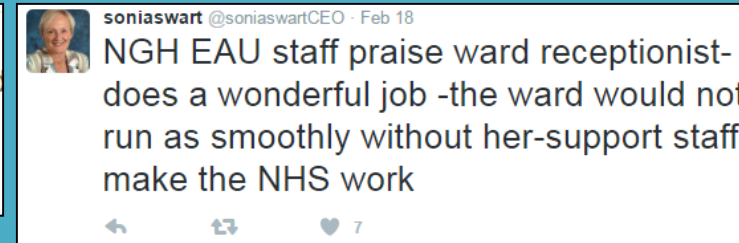
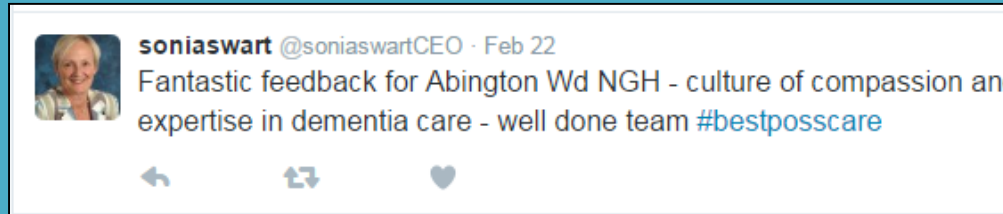
Thanks everyone!

Rach

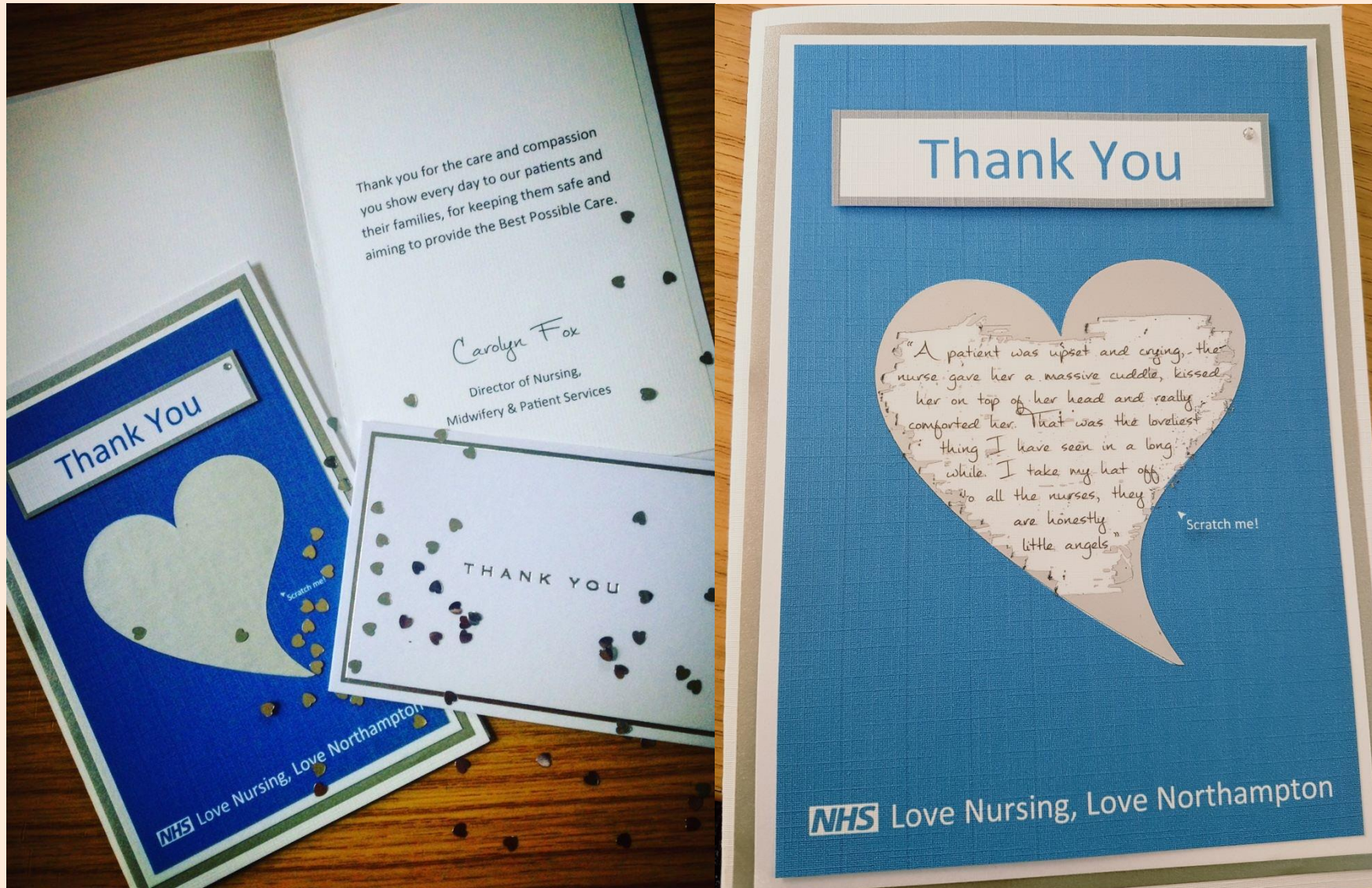
 #hello my name is...

Rachel Levesy

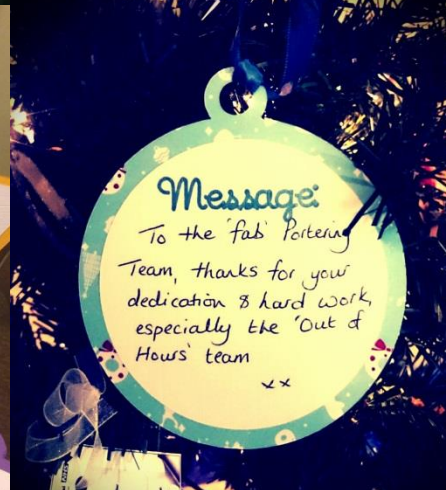
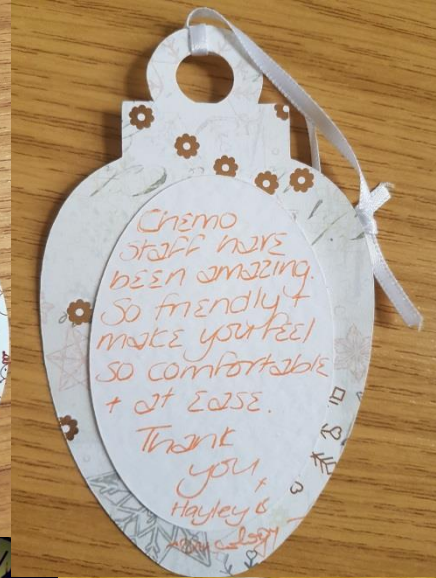
CEO Recognition



Nurses Day Cards



Compliments Christmas Tree



et voilà!



Staff engagement

Hi Rachel

Another fantastic Thank you card for HDU

Kind regards

Louise

Hi Rachel

Please see an e-mail below from a grateful patient

Regards

Jo
Mr Cooper's sec
Consultant Obstetrician & Gynaecologist



Dear all

Please find enclosed positive feedback from a gentleman who recently attended A&E and Benham ward. I have responded and expressed my thanks to the gentleman for taking the time to contact us and offered my reassurance that his comments will be passed on to the staff concerned. In view of this please could you make the staff aware.

Well done to everyone involved.

'Best Possible Care' at NGH.

Best wishes

Lisa

Hi all

Please see email thread, feedback from one of our patients. Well done to the team for great patient care! Always pleased to hear our patients were happy with the care they received.

Best wishes

Claude

Claudette Shapcott
Main Theatre Manager

Hi Rachel,

A lovely thank you letter for ITU.

Jo

Hi Rachel this came straight to myself so thought I send it through to you as it is a lovely letter of thanks

Lou

Louise Armstrong
Sister
Benham Assessment Unit

Good morning,

Please find below a lovely compliment for your area. I would appreciate it if you could cascade to all appropriate staff.

Kind regards

Anna Thorpe
Patient Advice and Liaison Service
01604 545784
pals@ngh.nhs.uk

Positive Reaction (and a slice of healthy competition)



Rachel

We are on top !!!!! thank you for all your support ..

All my teams hard work ..

Kind regards

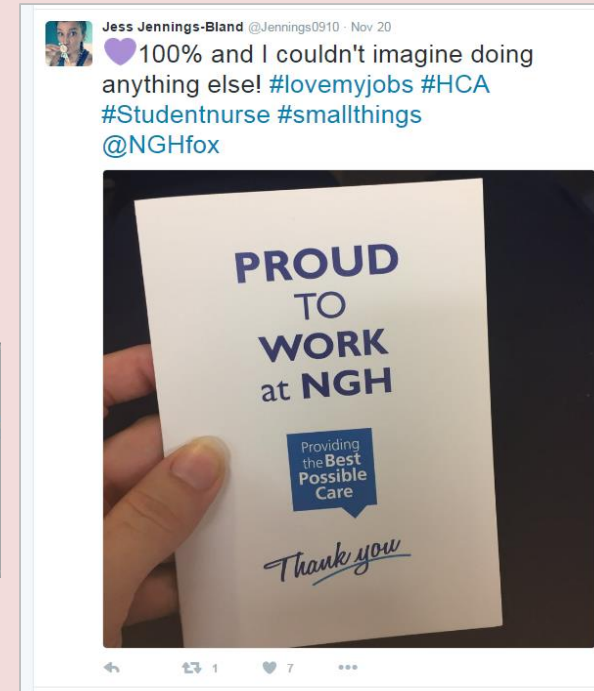
Vigi Arun
Ward Sister
CCU/ Dryden Ward
NGH

Rachel,

Thanks for sending this it is very uplifting.

Regards

James Taylor
Rheumatology

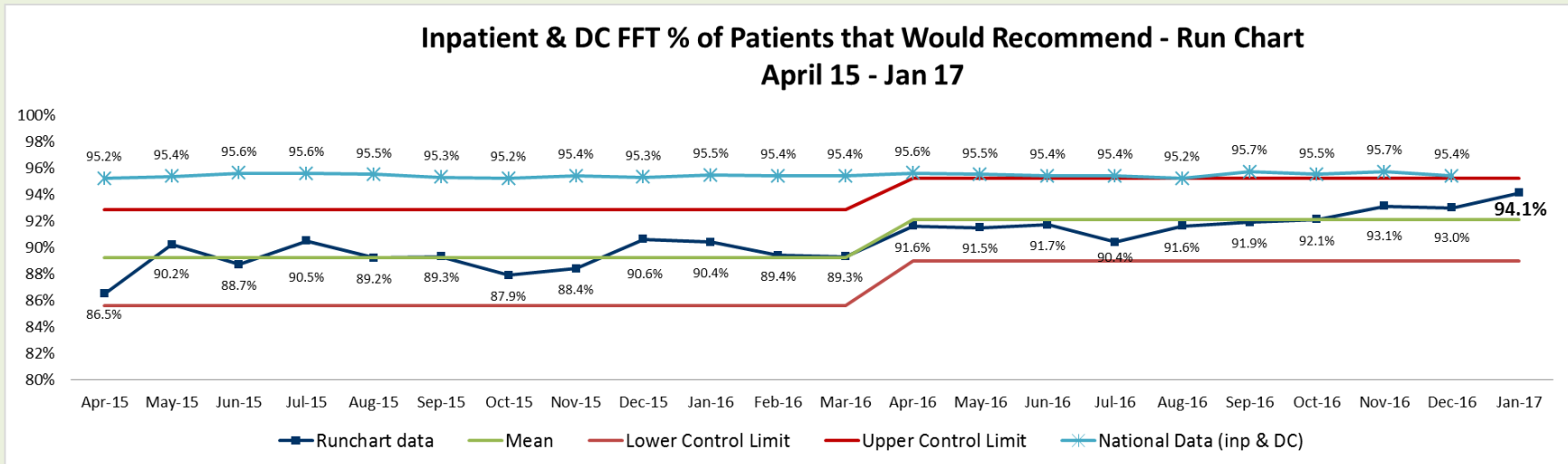
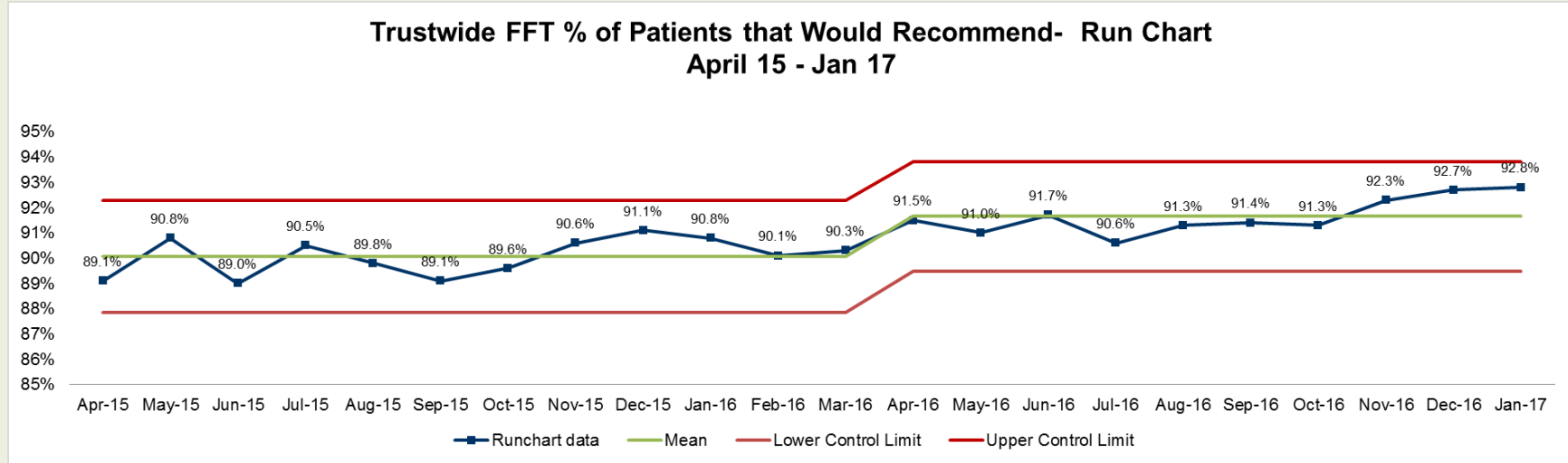


911 for eyes – well done team!

Cc: Lovesy, Rachel - Patient & Nursing Services
Subject: RE: Compliments Collation- January 17- Please share

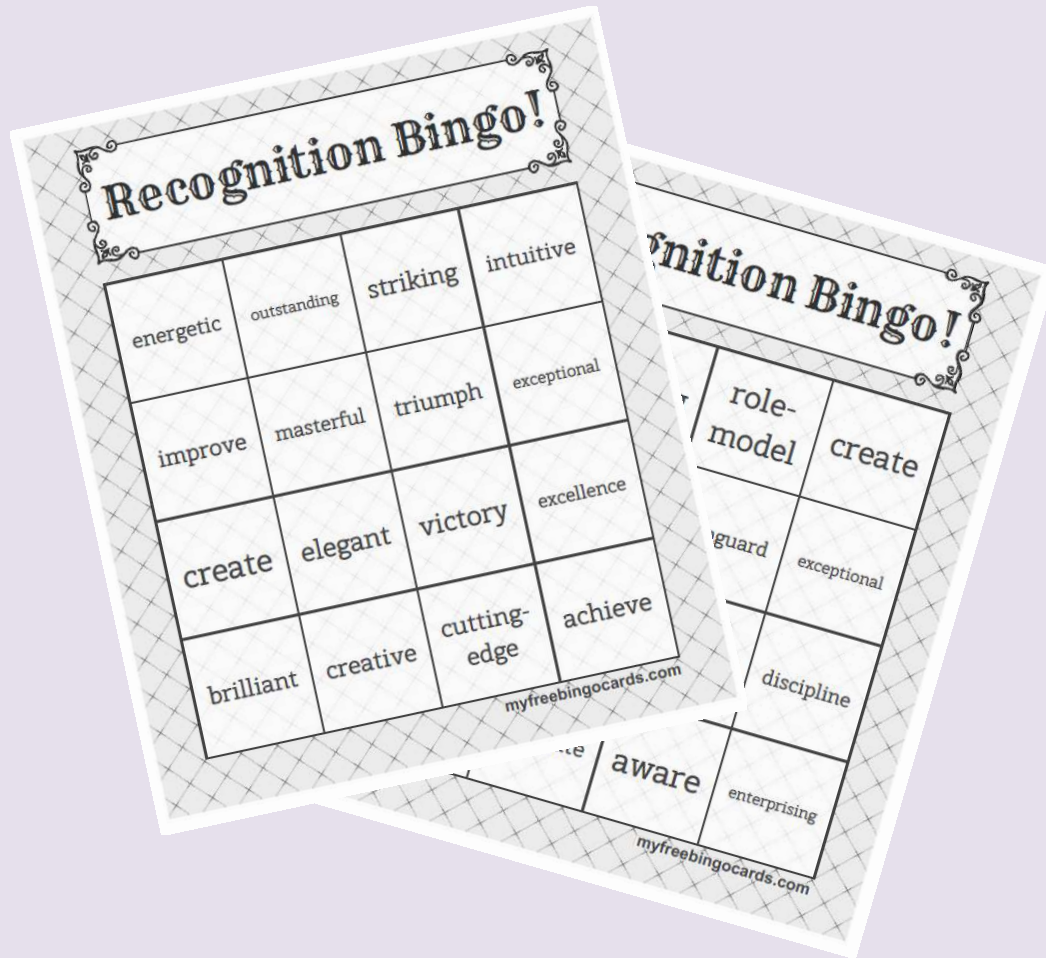
You are likely to get twice as many compliments as everybody else since most people have 2 eyes – it's not fair!

Friends & Family Test results



The Icing on the cake

Recognition Bingo 101 Words of Recognition



Northampton General Hospital **NHS**
1985 Trust

101 WORDS TO USE IN RECOGNITION

And here are 101 other words to provide some inspiration to you as you write messages of recognition.

5 Foundational Terms

Name (the nominee's name), Because, Thanks, Results, (Name of Core Value being recognised)

Words for:

Quality	Leadership	Effort	Attitude	Teamwork
organise	capable	overcome	thoughtful	help
improve	oversight	succeed	responsible	support
excellence	vision	excel	creative	benefit
exceptional	navigate	achieve	energetic	advocate
striking	command	grasp	enthusiastic	save
aware	conduct	generate	resourceful	encourage
brilliant	cutting-edge	develop	motivated	revive
elegant	star	design	dedicated	dependable
eloquent	champion	productive	innovative	reliable
intuitive	vanguard	accomplish	reliable	prepared
strong	role-model	volunteer	vibrant	cooperation
outstanding	respect	produce	wise	advice
merit	direction	discipline	flexible	fortify
talent	insight	create	versatile	sponsor
distinction	inspiring	resolve	consistent	
	admired	execution	considerate	
	courageous	triumph	commitment	
	engaging	victory	confidence	
	enterprising	complete	imagination	
	invincible	masterpiece	passion	
	masterful	conquest	tenacity	
		initiative		
		outcome		

Providing the Best Possible Care

Field guide reproduced from Globeforce

Thank you for listening!

If you look after your staff,
they'll look after your
customers. It's that simple.

Richard Branson

quotefancy