



# PROMOTING WELLBEING IN CRITICAL CARE STAFF: THE IMPACT OF A PEER-TO-PEER POSITIVE FEEDBACK SYSTEM

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# The First Wave...

Estimated PTSD of 40%

1 in 7 clinicians reported thoughts of self harm/suicide

Healthcare workers will under-report

# The Plot Thickens... Subsequent Waves

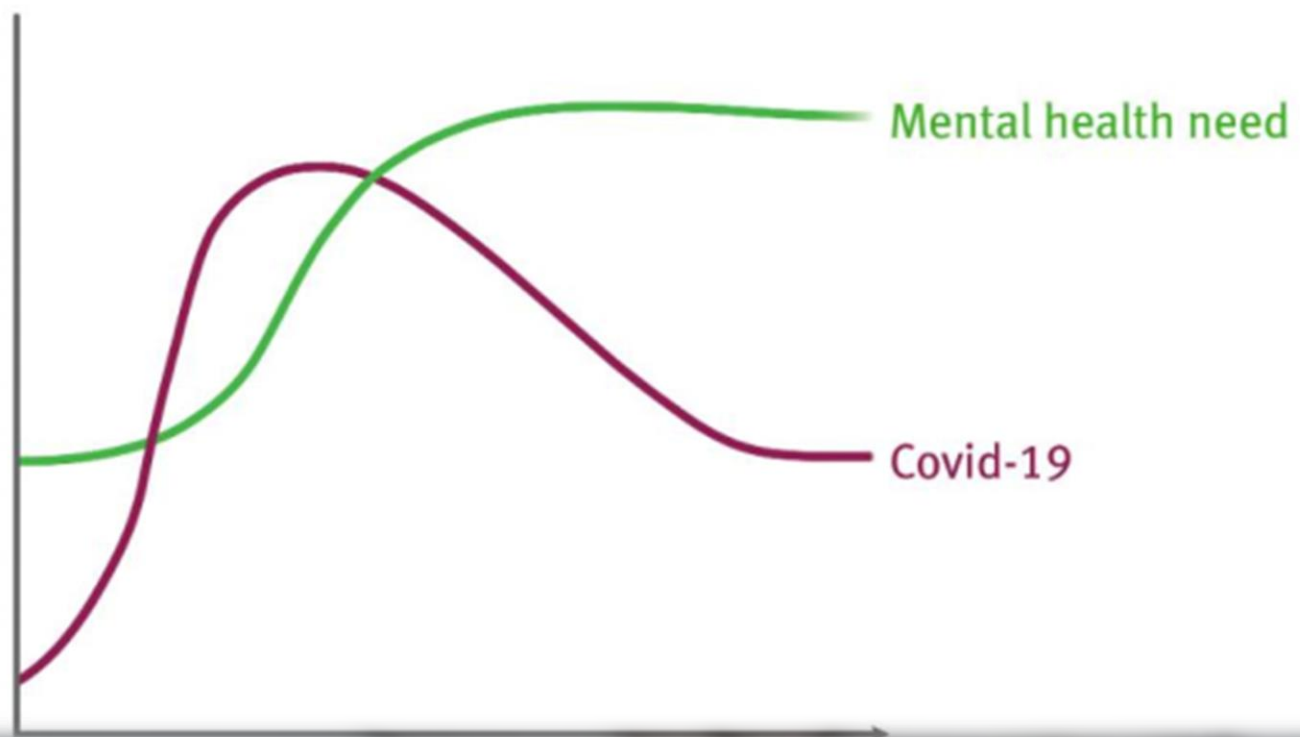
Winter 2020/2021

Almost **2 thirds** of ICU staff showed signs of mental health deterioration

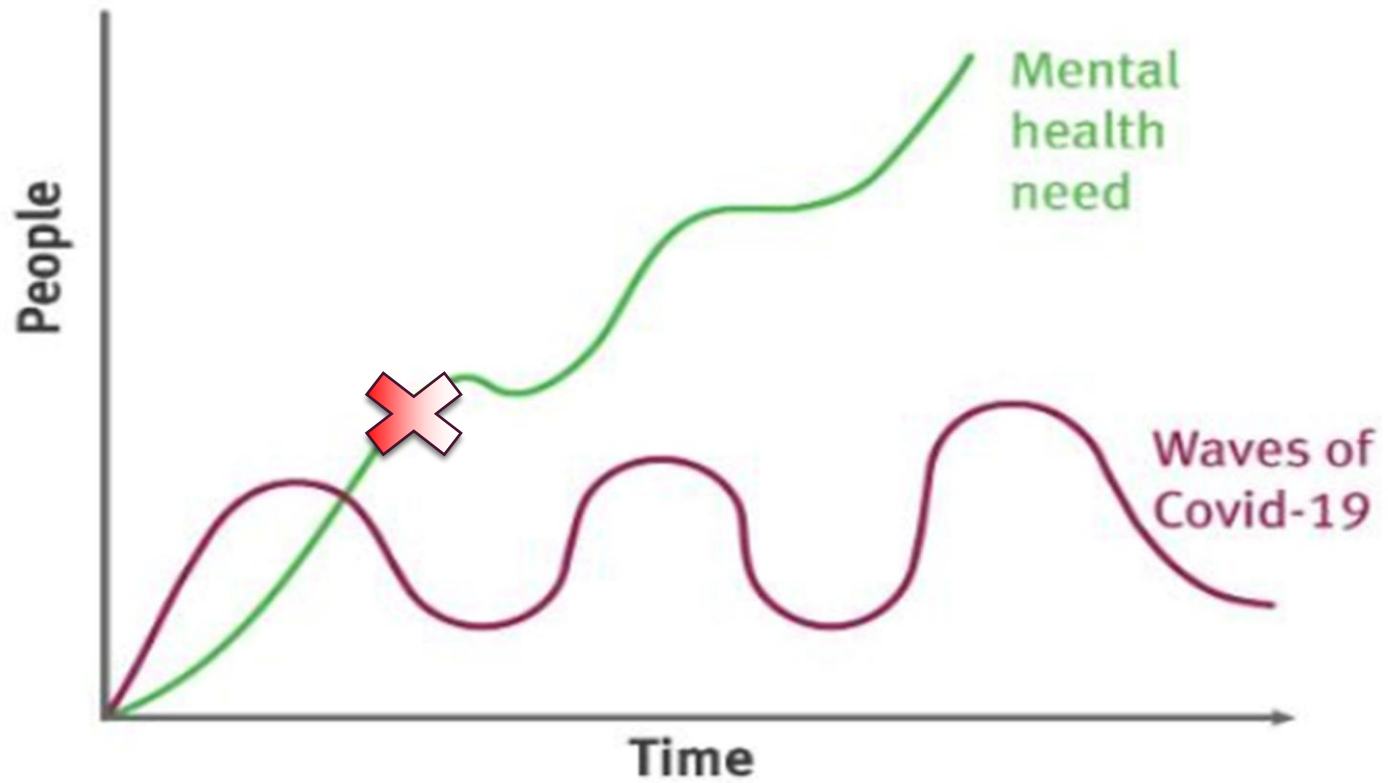
Risk increased by being a junior nurse

Strong correlation with functional impairment

Projection of mental health need relating to Covid-19 and how it compares with the trajectory of the virus itself



## Scenario 2: Two or more waves of Covid-19



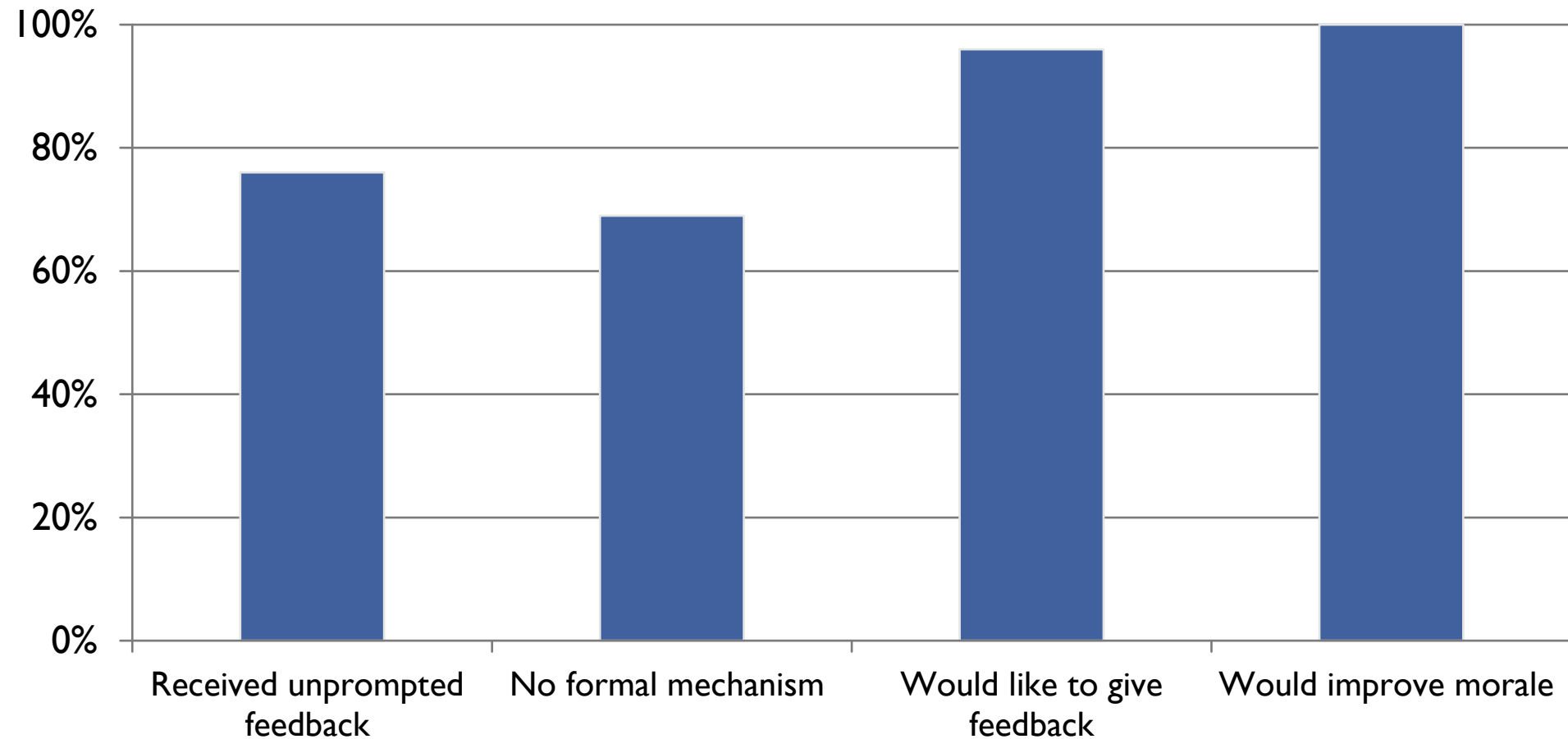
## INSPIRATION: LEARNING FROM EXCELLENCE

*“The spirit of LfE is to treasure and appreciate our everyday successes, rather than taking them for granted”*

- *Augment learning*
- *Enhance patient outcomes*
- *Positively impact culture*

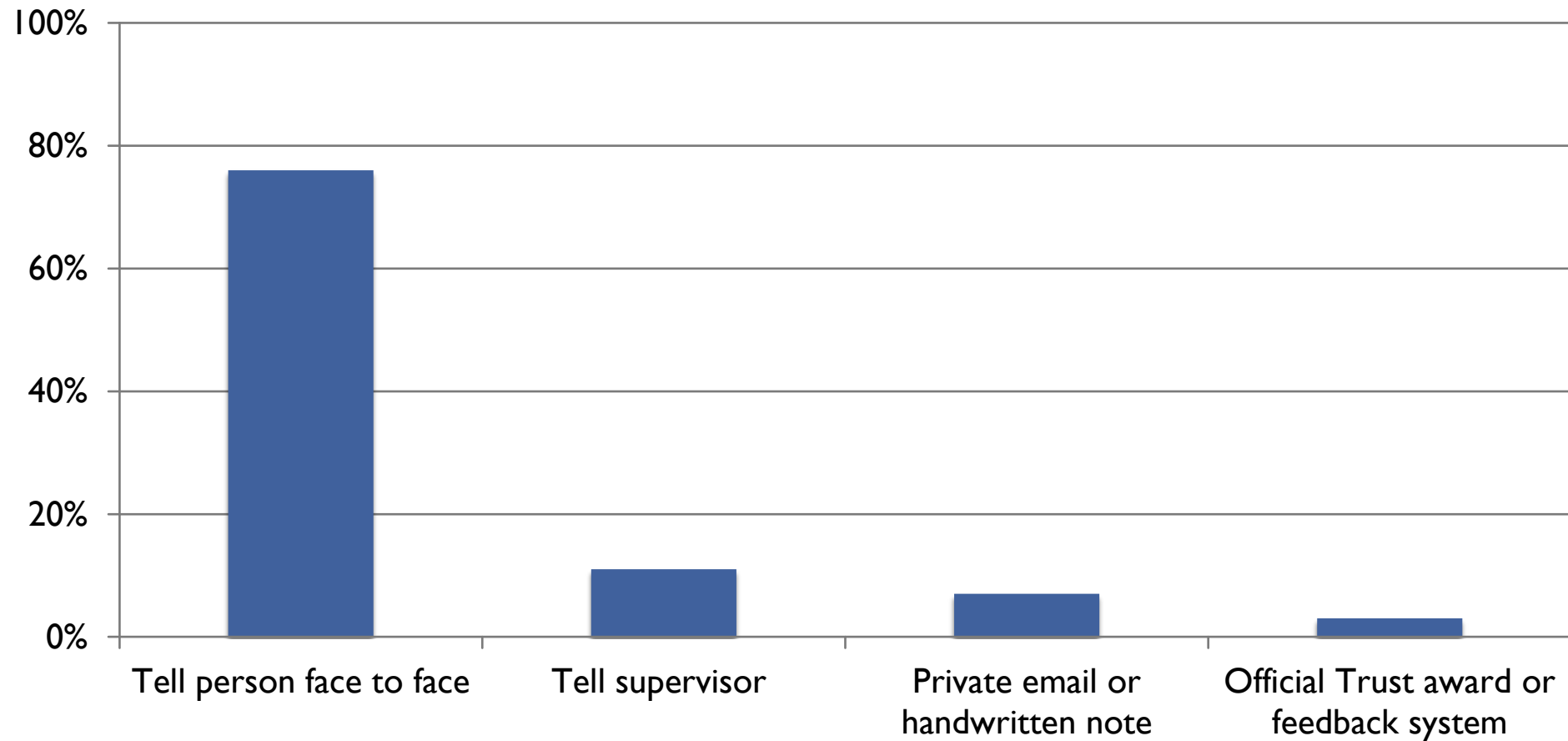


# INITIAL SURVEY ON POSITIVE FEEDBACK



# EXISTING SYSTEMS

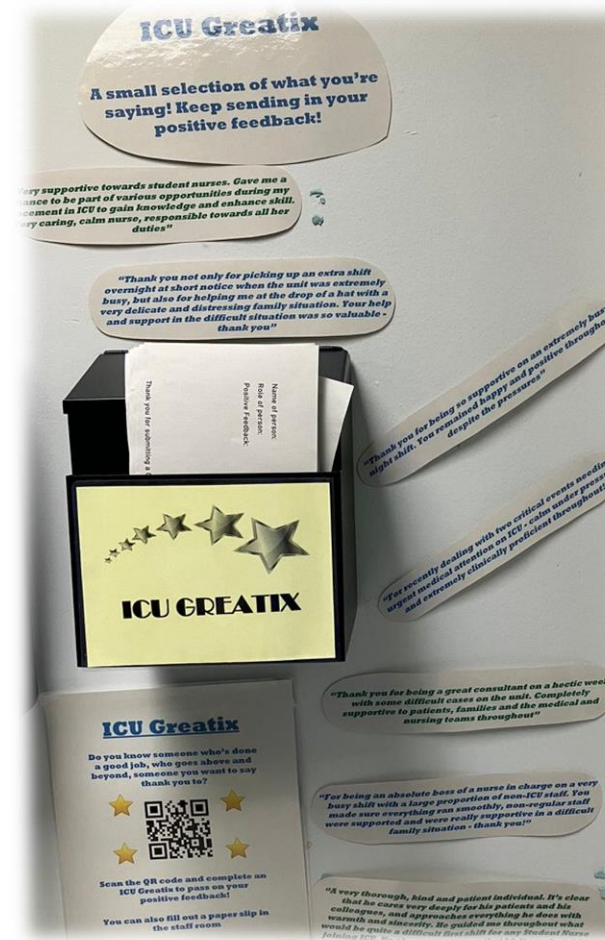
**How would you currently give positive feedback to colleagues?**





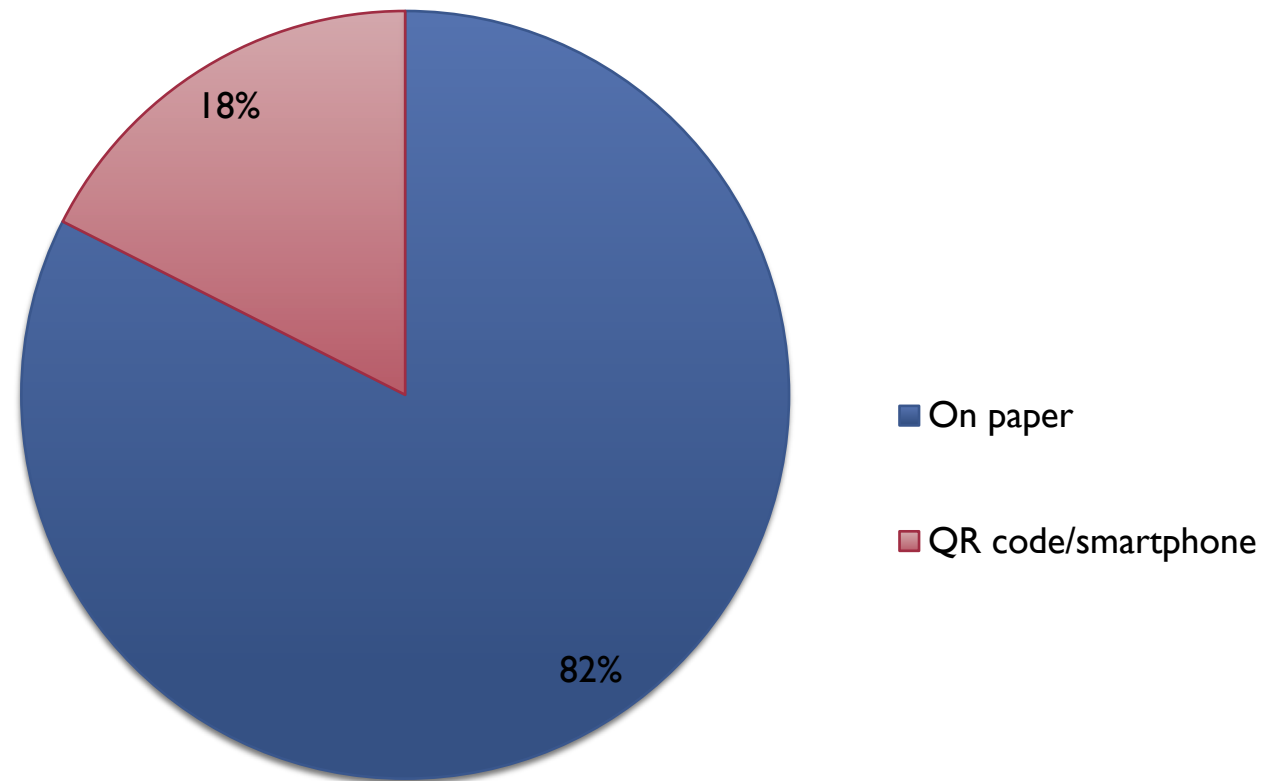
# OUR GREATIX SYSTEM

- Simple paper forms
- Anonymous
- Every day wins
- Not a competition



# GREATIX'S SUBMITTED

Proportion of Greatix's submitted by method  
(n=57)



## FEEDBACK EXAMPLES

“An invaluable member of the team. Always ready to help out with a consistently positive and pro-active attitude. A pleasure to work with and a credit to the department”

*To ICU band 5 nurse*

“Really caring and attentive attitude towards patients, takes time to talk and reassure with a lovely manner. Always around to help out, a great team player and lovely to have around!”

*To care support worker*

“Positive feedback from a relative whose family member died. Especially thanked \*\*\* for being so kind and patient ”

*To ICU band 5 nurse*

## FEEDBACK EXAMPLES

“Very supportive towards student nurses. Gave me a chance to be part of various opportunities during my placement in ICU to gain knowledge and enhance skill. Very caring, calm nurse, responsible towards all her duties”

*To ICU band 6 nurse*

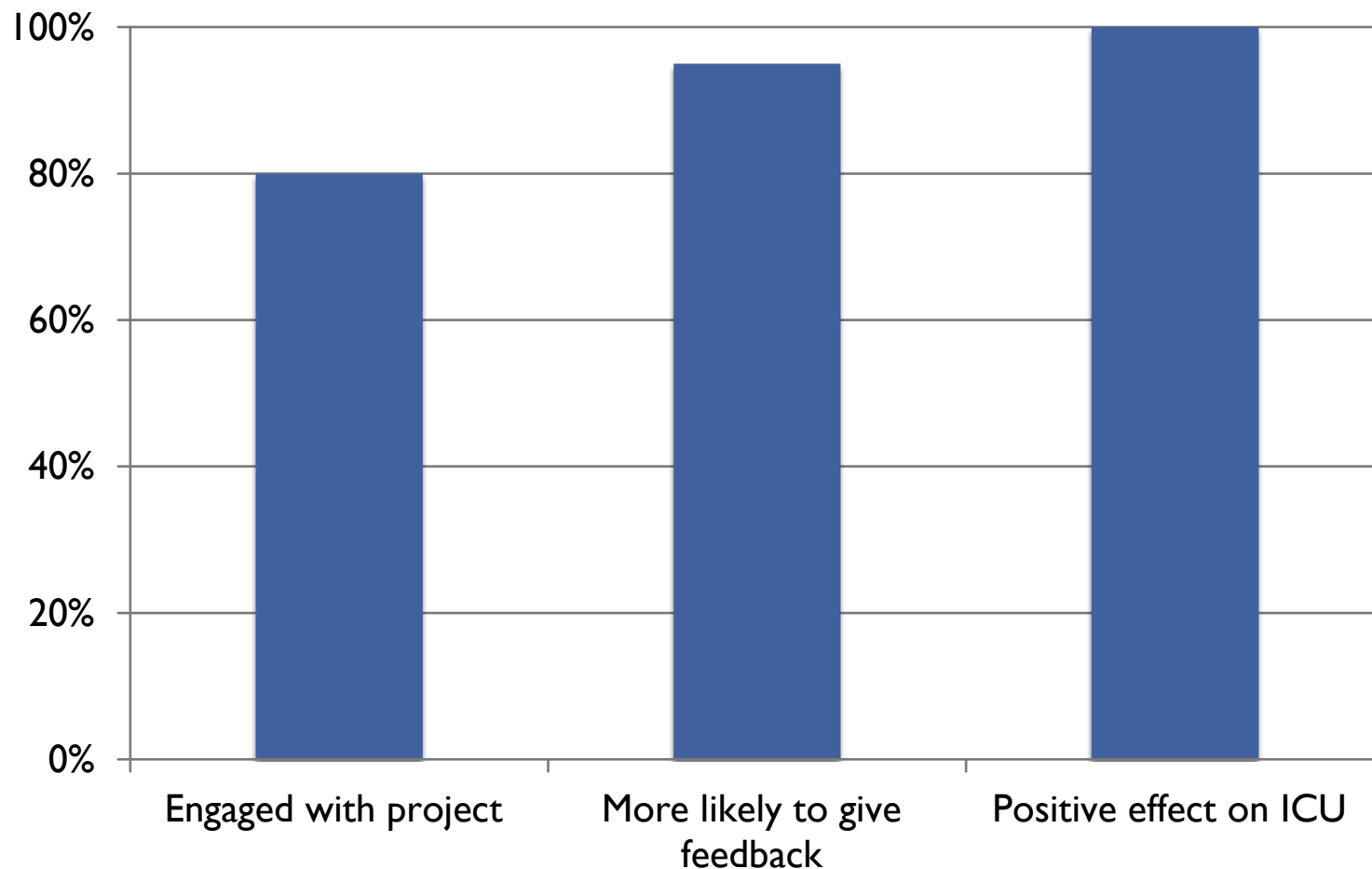
“For being an absolute boss of a nurse in charge on a very busy shift with a large proportion of non-ICU staff. You made sure everything ran smoothly, non-regular staff were supported and were really supportive in a difficult family situation - thank you!”

*To ICU band 6 nurse*

“\*\*\* works hard, is always cheerful and chats to the staff. They’ve worked here for years and he never varies his standards”

*To ICU domestic*

# FOLLOW UP SURVEY AT 3 MONTHS



Revalidation  
Positive  
Uplifted  
Recognised  
Special  
Easy  
Cohesive  
Great  
Appreciated  
Valued  
Kind  
Happy  
Supportive  
Lovely  
Empowering  
Achievement  
Proud

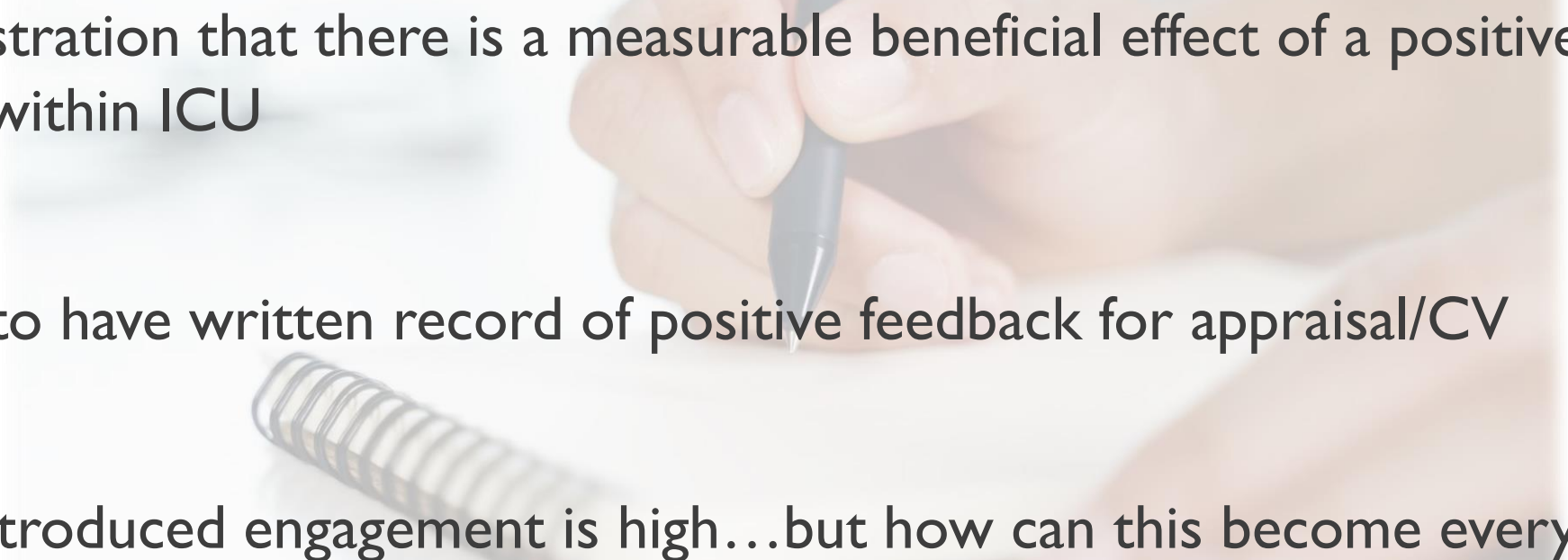
## FOLLOW UP SURVEY – COMMENTS

- *“Builds feeling of being valued”*
- *“It makes it easy to praise colleagues if you can’t/don’t want to do it face to face”*
- *“Creates positive environment and promotes staff cohesiveness”*
- *“Felt good about myself and empowered knowing someone noticed the good things we do”*
- *“Really good, uplifted! Makes you realise you are doing a good job!”*
- *“Raises morale, gives each other the opportunity to recognise how amazing as individuals we are, fantastic to be recognised and give recognition, to make a difference to someone’s or my day – keep it going, thank you!”*

# REMEMBERING THE BIGGER PICTURE

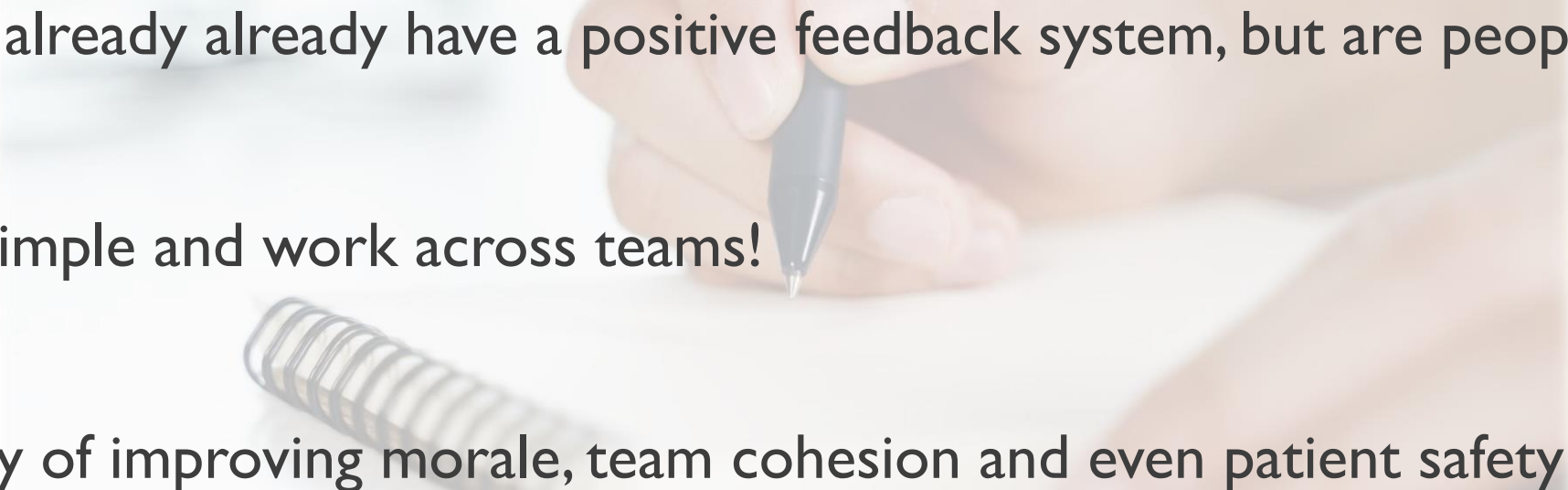


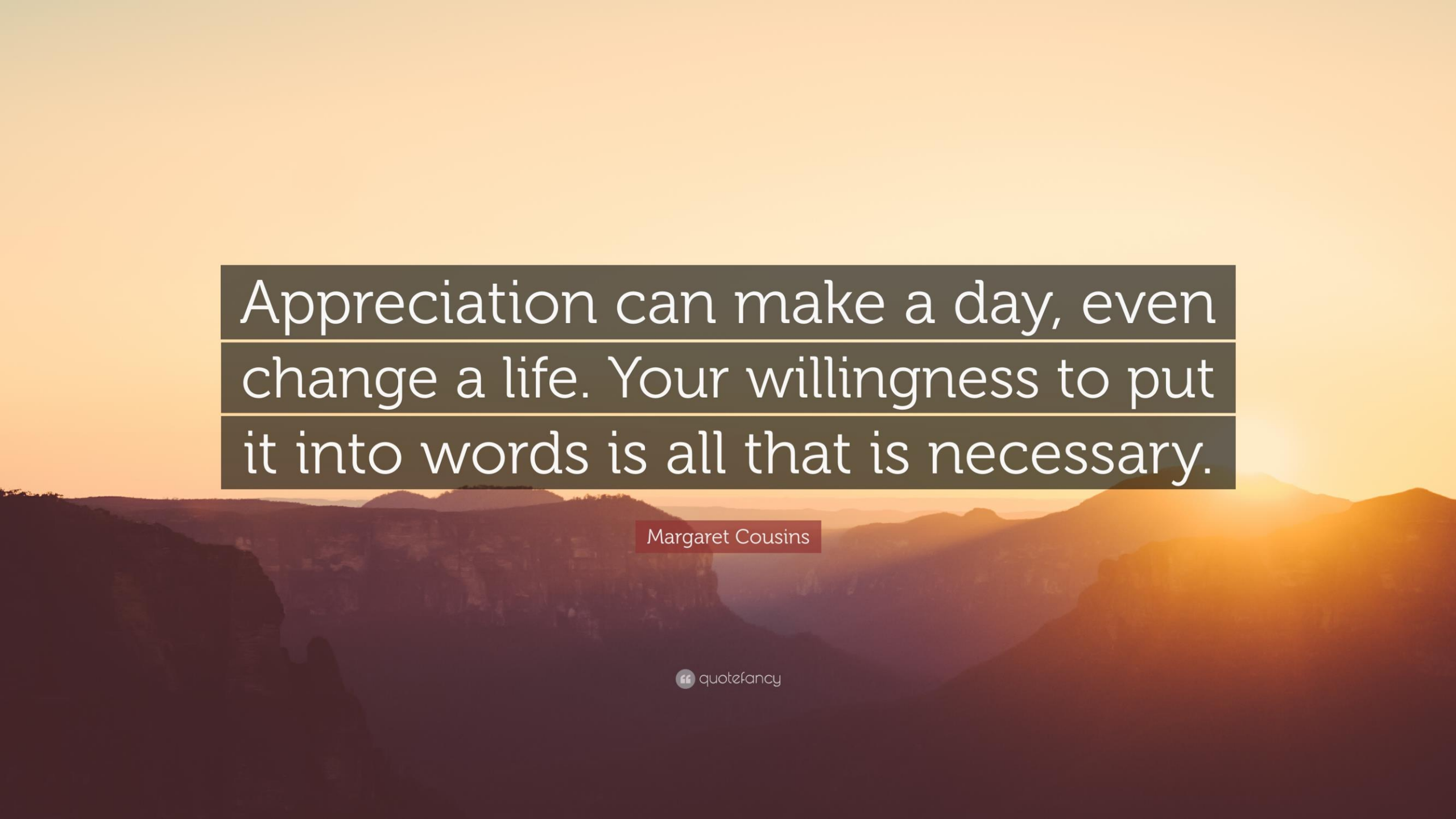
## TAKE HOME MESSAGES

- Demonstration that there is a measurable beneficial effect of a positive feedback system within ICU
  - Benefit to have written record of positive feedback for appraisal/CV
  - Once introduced engagement is high...but how can this become everyday culture??
- 



## TAKE HOME MESSAGES

- You may already already have a positive feedback system, but are people using it?
  - Keep it simple and work across teams!
  - Possibility of improving morale, team cohesion and even patient safety outcomes
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- A close-up photograph of a hand holding a dark grey pen, poised to write on a white spiral-bound notebook. The background is softly blurred, showing what appears to be a desk with some papers. The lighting is bright and even, highlighting the texture of the paper and the grip of the pen.

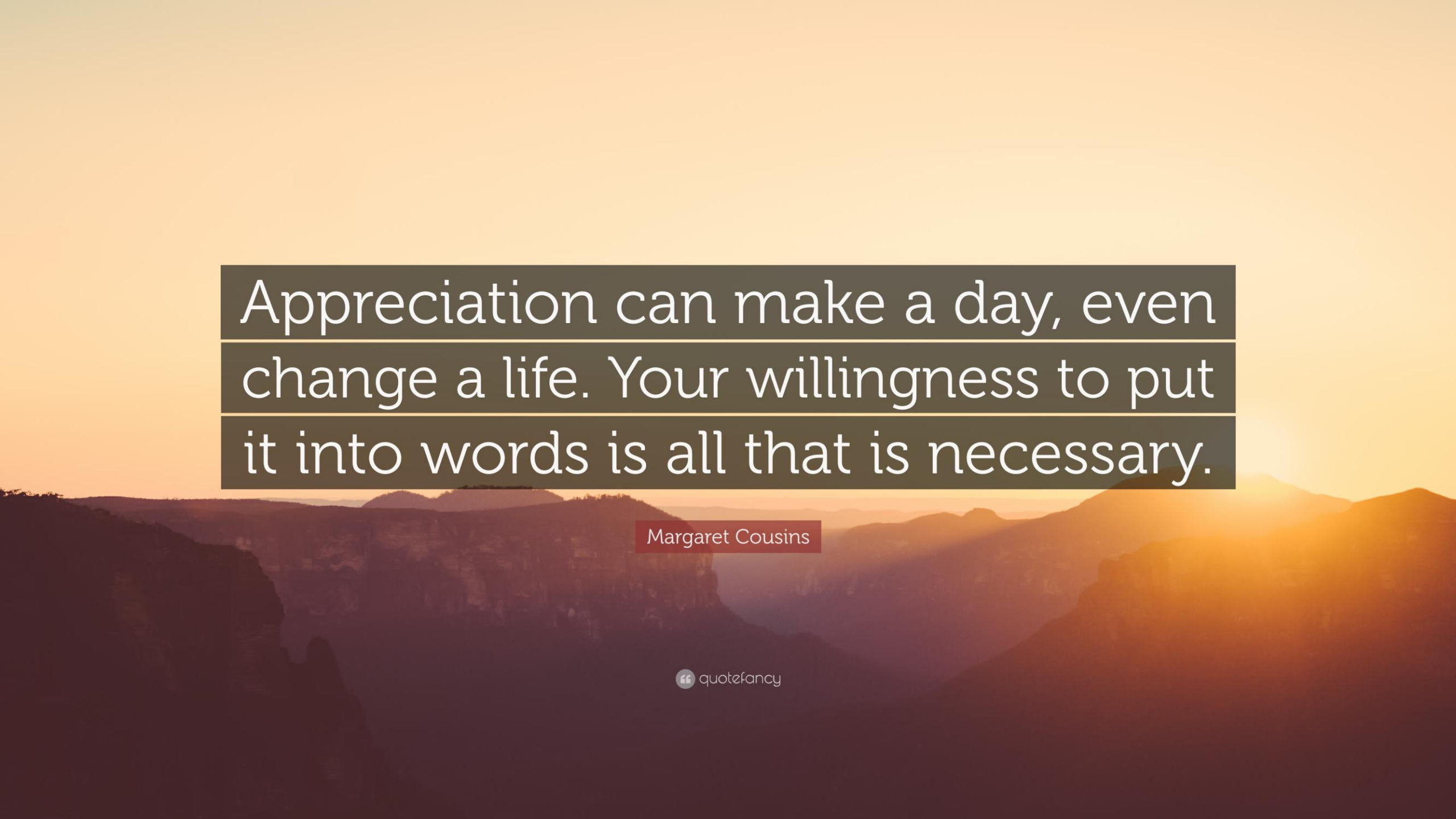


Appreciation can make a day, even  
change a life. Your willingness to put  
it into words is all that is necessary.

Margaret Cousins

## REFERENCES

- [1] Greenberg N, Weston D, Hall C, Caulfield T, Williamson V, Fong K. Mental health of staff working in intensive care during Covid-19. *Occup Med (Lond)*. 2021 Apr 9;71(2):62-67. doi: 10.1093/occmed/kqaa220. PMID: 33434920; PMCID: PMC7928568.
- [2] Hall CE, Milward J, Spoiala C, Bhogal JK, Weston D, Potts HWW, Caulfield T, Toolan M, Kanga K, El-Sheikha S, Fong K, Greenberg N. The mental health of staff working on intensive care units over the COVID-19 winter surge of 2020 in England: a cross sectional survey. *Br J Anaesth*. 2022 Jun;128(6):971-979. doi: 10.1016/j.bja.2022.03.016. Epub 2022 Mar 24. PMID: 35465953; PMCID: PMC8942706.
- [3] Kelly N, Blake S, Plunkett A; Learning from excellence in healthcare: a new approach to incident reporting, *Archives of Disease in Childhood* 2016;101:788-791.



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