

# NHS Shetland

<b>Meeting:</b>	<b>Shetland NHS Board 19</b>
<b>Meeting date:</b>	<b>September 2023</b>
<b>Title:</b>	<b>Greatix</b>
<b>Agenda reference:</b>	<b>Board Paper 2023/24/37</b>
<b>Responsible Executive/Non-Executive:</b>	<b>Lorraine Hall, Director of Human Resources and Support Services</b>
<b>Report Author:</b>	<b>Marianne Williamson, PA to Director of HR and Support Services, Dr Louise Polson, GP Trainee</b>

## 1. Purpose

**This is presented to the Board/Committee for:**

- Awareness

**This report relates to:**

- Local policy

**This aligns to the following NHSScotland quality ambition(s):**

- Safe
- Effective
- Person-centred

### 1.1. Situation

A Greatix scheme has been running in NHS Shetland since March 2023.

Greatix is a positive feedback system for staff. It allows for any member of NHS Shetland staff to give anonymous or named positive feedback about a colleague, which can be general or more specific about a particular event. Submitting a Greatix aims to capture the positive events in NHS and improve safety by sharing and spreading excellence. This is done by populating an online form which can be found [here](#).

The Greatix Team then create a certificate which is emailed to the staff member. It was felt that a certificate would be more meaningful as just an email as it allows the staff member to display (if they choose) and it can be uploaded to Turas appraisal or any other portfolio.

It is separate to the Board's Feedback and Complaints procedure and processes.

## **1.2. Background**

Greatix is used in a number of NHS Scotland boards. Dr Polson had experience of using the system in NHS Greater Glasgow and Clyde and had noted how positive it had made her feel both receiving and submitting feedback. She contacted the Employee Director, Bruce McCulloch who invited her to attend Area Partnership Forum to seek their approval to develop a pilot.

Marianne Williamson volunteered to help with the administration of the system. They researched how the system worked in other Boards, discussed with both Information Governance and Clinical Governance departments. An online form and a process were developed. The team soft launched the pilot among their colleagues in the HR department and Lerwick Health Centre.

Posters advertising the scheme were sent to all NHS Shetland sites with a request to display in staff areas. There is an option to print the form and submit via hardcopy.

Greatix has been advertised on the front page of the intranet and promoted in the weekly staff bulletin on a number of occasions.

## **1.3. Assessment**

The pilot has now been in operation for six months and has continued to be used regularly. As at 12 September 2023 80 submissions have been made. Recipients have been staff from all Directorates and have been nominated on both an individual and group basis.

### Next Steps

- Develop Communication Plan for next six months.
- Roll out to Local Authority staff within Health and Social Care Partnership
- Assess how Greatix can link with other feedback systems and be triangulated around themes of good practice that can be shared, cascaded and celebrated.

### **1.3.1. Quality / patient care**

A positive reporting system can produce benefits in patient safety and has real benefits on moral and culture as an improvement tool. Recognition is crucial to maintain staff morale and retention.

“Receiving a GREATix was confidence boost & affirmation that I was doing something worthwhile & making a positive contribution to the department, to the team & indirectly to the patients”

“The best thing about receiving a GREATix is realising that someone took the time to recognise and acknowledge the effort we put into our making sure we deliver the best for our patients. This sort of recognition means more as it comes from our colleagues who

face all the same challenges as us and know the difference a word of encouragement makes. “

### **1.3.2. Workforce**

The scheme has a positive impact on culture and wellbeing within the organisation, helping staff feel valued.

### **1.3.3. Financial**

The scheme has no or very limited financial impact. Both Mrs Williamson and Dr Polson run the scheme on a volunteer basis.

### **1.3.4. Risk assessment/management**

A reminder not to include patient identifiable information is included on the online form. A link to the Board privacy notice is also included.

### **1.3.5. Equality and Diversity, including health inequalities**

GREATix as a system for staff to recognise their peers within the Service for the excellent things they do. The recognition is led by what matters to you. Therefore, whether that is excellent clinical practice; brilliant teamwork or supporting someone after a tough job or task GREATix is about recognising someone for doing something that is meaningful. As such there are no elements that would appear to cut across any of the characteristics or have an adverse impact.

### **1.3.6. Other impacts**

None identified

### **1.3.7. Communication, involvement, engagement and consultation**

Via staff directly, APF and the Staff Governance Committee

### **1.3.8. Route to the meeting**

Area Partnership Forum gave its support to the pilot implementation of the scheme at its meeting on 02 November 2023.

## **1.4. Recommendation**

- **Awareness** – For Members' information only.

## **2. List of appendices**

The following appendices are included with this report:

n/a