

PRESS RELEASE – SEPTEMBER 19, 2018

1000 excellent reasons to celebrate patient safety at South Tyneside and City Hospitals Sunderland NHS Foundation Trusts



An initiative which is driving up safety standards at South Tyneside and City Hospitals Sunderland NHS Foundation Trusts by encouraging staff to share examples of excellence has reached a significant milestone, with 1,000 excellence reports submitted.

Excellence Reporting was initially launched in Sunderland in February 2017 and it was introduced in South Tyneside in October 2017. Members of staff are encouraged throughout the year to submit forms highlighting individual colleagues and teams for everything from great care and superb teamwork, to willingness to go the extra mile. Everyone recognised in this way receives a personal letter of appreciation from Chief Executive Ken Bremner. Feedback from staff who have

received a letter has been extremely positive, with many saying that it made them feel valued.

The 1,000th person to receive a commendation under the scheme was presented with a gift of a hamper of goodies by Executive Director of Nursing, Midwifery and Allied Health Professionals Melanie Johnson.

Carole Bentham, deputy ward manager of the Surgical Centre at South Tyneside District Hospital, who has been in Nursing for almost 41 years, said: "I think it's nice that people take the time to make positive comments. We do the job for the patients but it is very rewarding to be given recognition in this way."

She was described by the person who nominated her as dedicated, highly respected by her peers and a very conscientious nurse who always has the best interests of the patient at heart.

The new method of positive reporting, which complements the robust systems which both Trusts have in place for reporting incidents and risks, was shortlisted from almost 550 entries earlier this year in the *Changing Culture* category of the Patient Safety Awards.

Melanie Johnson said: "It is essential that we foster an open and supportive culture of sharing learning to further improve care, whether that is by reporting errors, near misses and incidents when things go wrong, or by highlighting examples of good practice and things going well. Our Excellence Reporting system has revealed some terrific examples of good practice and fantastic patient care and we're expecting many more to come. It has really caught the imaginations of our staff and is a great mechanism to say thank you to them and show just how much they are valued."

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Photo caption: Deputy Ward Manager Carole Bentham, recipient of the 1000th Excellence Report nomination, with Executive Director of Nursing, Midwifery and Allied Health Professionals Melanie Johnson, right, and Assurance Manager Kay Hodgson

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