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**LEARNING FROM EXCELLENCE IN HEALTHCARE PRACTICE: A POSITIVE EVENT REPORTING SYSTEM**

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10.1136/bmjpo-2021-RCPCH.144

**Background** Many healthcare institutions have reporting systems in place for when things go wrong as a mechanism to learn from our failures and improve patient safety. However, studies report limitations with this practice. Other studies have shown that nurturing positivity in individuals and teams improves resilience whilst staff morale has been found to have a strong relationship with patient experience.

**Objectives** The aim was to encourage all staff working in the Department of Paediatrics to recognise and report when things go well, for individuals to reflect on these experiences and for the department to learn from these positive events.

**Methods** The Positive Event Reporting initiative offers the opportunity for anyone working in the department to nominate any member of staff for excellence in practice using an online form or a paper form. There are no limitations to what may be reported as excellent practice and the initiative is promoted via posters around the department, through social media, email canvassing and individual conversations. Each nominee receives a STAR award, a certificate acknowledging their nomination, with suggested appreciative enquiry questions for their reflection.

A small multidisciplinary team of front-line clinical staff champion the initiative on a volunteer basis, reviewing all reports for themes, creating the award certificates as well as the monthly summaries of learning points and themes which are shared with the whole department through e-newsletters and posters on social media groups.

**Results** Benefits are experienced in the following areas

- The reported individuals have the opportunity to reflect and learn from their practice and the awards provide evidence of practice for portfolios
- The STAR awards include details of why they were nominated and are kept private to recipients as this has been found to avoid a competitive toxic environment.
- The nominators identify the good practice which they report and help to shift focus towards recognising positive events cultivating a positive culture in the department.
- The whole department learns from these experiences and other staff can model their practice

Staff and management teams have welcomed the initiative. Initial survey results are indicative of increased learning from positive events as well as improved morale among recipients whose excellent practice has been recognised. A steady rise in reports has also been demonstrated over time.

**Conclusions** Learning from positive events boosts staff morale which in turn can improve the patient experience whilst improving the work culture of a department. Staff have welcomed this initiative which is a positive agent for change and plans are to roll out the initiative to the wider trust. The main administrative challenge is reviewing reports and typing out awards. This is becoming more streamlined through the use of mainly online reporting forms with room for further improvement.

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**IMPACT AND SATISFACTION OF LOCAL PAEDIATRIC ONCOLOGY SERVICES AMONGST PATIENTS AND PARENTS**

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10.1136/bmjpo-2021-RCPCH.145

**Background** In many countries, children under the age of 16 are seen in both primary and secondary care. In the UK and Ireland however, there's a network of tertiary specialist centres known as Principal Treatment Centres (PTCs). These are very important as they coordinate and designate the most qualified hospital for children and young people (CYP) with cancer, making sure they are given the best treatment possible.

Each PTCs share care with local hospitals through Paediatric Oncology Shared Care Units (POSCU), enabling children to be supported and treated closer to home. Furthermore, every CYP with cancer are offered a Key Worker, their main point of contact who provides support throughout their convalescence and ensures the appropriate co-ordination of care.

An oncology lead specialist nurse and her team provide different types of services, such as central lines care at home, taking blood, educating schools and reducing any barriers or concerns, to social work like providing support for daily living, giving advice on housing or financial issues.

**Objectives** Our aim is to demonstrate the beneficial impact of these services on patients and their families by analysing the satisfaction and support provided to them.

**Methods** Two surveys on patient and parent's satisfaction in paediatric oncology services at local POSCU were conducted, with questionnaires given to all families on active treatment during these periods. The first survey was done in 2016 with 55% responses and results were compared with two national and regional existing surveys. The second survey was done in 2020 with 54% responses.

**Results** The importance of POSCU is evidenced in both surveys. In the 2020 survey, all participants felt a sense of trust/confidence with the paediatric community nurses/consultants; and in the 2016 survey, all participants believed the care of the CCN was very satisfactory. Both survey results show the significance of a shared care plan and the effect it has on patient satisfaction.

A negative feature of any shared care plan is miscommunication between the PTC and local hospital; however, the survey responses in 2020 showed that no one felt the communication between the local and PTC was below satisfactory (with 71% definitely satisfied). This was also supported in the 2016 survey where 91% felt communication between the POSCU and PTC was well/very well. In the 2020 survey a patient explained that 'communications between local & PTC [...] have been excellent', further emphasising good communication between the two centres. Additionally, POSCU is valued by patients' families, being described in the 2020 survey as 'the best treatment from [...] extraordinary Paediatric Consultant, and from all the Community Nurses'.

**Conclusions** To conclude, both these surveys showed the beneficial impact of POSCU in the care of CYP with cancer and their families but also the satisfaction of the support brought by these services. This study shows the importance of having these services in place to help reduce these miscommunications and support locally.