and the greatest proportion were about care and treatment. No complaints were received during the study period.

Discussion
Willow ward’s team goal was to collect compliments more accurately and measure something meaningful. Staff found the grid easy to use and sustain. The ward clerk prints off and staples one grid per day into the ward team diary. She then tallies up the total for each month and passes this to the ward manager who forwards the data to the complaints manager.

This small change towards improving quality has been locally led (DH, 2008b). Implementing Productive Mental Health Ward (NHS Institute for Innovation and Improvement, 2008) gave staff the confidence to challenge processes, and find a simple system that would work for them.

Collecting compliments can be used to measure progress, give a ward positive exposure and improve awareness of quality (DH, 2010). It is also without bias, as anyone giving a compliment is unaware it is being recorded. There is no pressure to make a compliment verbally, or for staff to ask a person to put it in writing.

Offsetting compliments against complaints laid the foundations for a stronger customer focus and helped develop a ward culture that learns from feedback.

Conclusion
Collecting compliments is one example of a ward-based innovation for measuring and tracking feedback. It can show improvements in performance, and provide a baseline for measuring patient satisfaction.

It also shows a ward team how generating meaningful data can help drive continuous improvement. It gives the team factual information to show whether they are achieving their goals, and has an impact by displaying this data visually.

The project helped the team to understand their performance in terms of providing care, treatment and support to patients and carers. It also helped them to positively recognise the impact of their contribution to care in the ward and the trust. Two more wards have adopted the system, and the complaints department is considering introducing it trust-wide.

References


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