

## Innovation and Improvement Report

<b>Title</b>
<b>Favourable Event Reporting Forms (FERF):</b> Learning From Positive Practice
<b>Why this project (e.g. what was the problem, why was it a priority)</b>
Reviewing and learning from mistakes is an important learning tool. It could be argued that too much emphasis is afforded to this approach and that negativity has become pervasive. We hypothesized that formal recognition of good practice could be improved to encourage excellence and have designed the FERG as a tool for highlighting positive events.
<b>Brief description including setting (e.g. ward based, community etc)</b>
A simple reporting form was designed to highlight recognised positive events and the associated learning. The form allowed open text description of the event in sections including context, the type of action recognised and the level of excellence. Before the initiative was launched we raised awareness of the concept among all health care professionals. Team members were encouraged to complete FERFs about any other members of staff. Forms were reviewed monthly and the following feedback generated: (1) A letter of recognition of excellence (2) A summary of the event and its learning points prepared for the FERG notice board made accessible to staff, patients and their families (3) A discussion of each FERG awarded at the Risk Forum Meeting.
<b>Improvement methodologies (e.g. PDSA cycles)</b>
PDSA cycles were used to improve and refine the initiative. Adaptations have been made to ensure relevance and practicability for other departments. This information has been collated and is available for introducing FERFs to other units.
<b>Patient involvement (yes/no, if yes please describe)</b>
Patients and relatives have also been encouraged to complete FERFs. This feedback has been used to improve services and how we interact with patients and their families.
<b>Measures used (e.g. process , outcome and balancing measure, what data did you collect, how did you record it)</b>
A simple impact analysis of the pilot was made after completion. We quantified feedback by category and semi-qualitatively assessed the impact of the FERG concept on attitude and team morale.
<b>Outcome (e.g. what were the key findings/learning points, did these result in a change in practice for patient benefit, was this sustainable)</b>
The results have demonstrated increased amounts of formal positive feedback received by all members of the multidisciplinary team. Morale has been sustained beyond the pilot phase and many respondents reported a positive change in their attitudes towards other members of the team as a result of the initiative.
<b>Details of where published/presented</b>
Poster presentation, APEM @ RCPCH April 2015 – prize for best poster Wessex RCPCH Roadshow 2015, Wessex Summer Paediatric Meeting June 2014
<b>Project leaders/Contact details for more information</b>
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<b>Key search words</b>
FERF, favourable event, positive feedback, multidisciplinary service improvement