

WELCOME TO OUR FEBRUARY 2023 EDITION OF WELEARN.

#welearnWednesday

Each Month we will present key learning themes from local serious incidents, investigations, complaints, litigation or coroner cases. The learning may not have a direct link to your area of work. However, the learning provides an opportunity to reflect on some of the wider issues that could be for you to consider.

This Month we are reflecting on local Incidents Reported that relate to incivility amongst our People and the negative impact that this can have on Patient Safety & Experiences of Care.

INCIVILITY THE FACTS

WHAT HAPPENS WHEN SOMEONE IS RUDE?

80% of recipients lose time worrying about the rudeness

38% reduce the quality of their work

48% reduce their time at work

25% take it out on service users

25% take it out on service users

Less effective clinicians provide poorer care

WITNESSES

20% decrease in performance

50% decrease in willingness to help others

SERVICE USERS

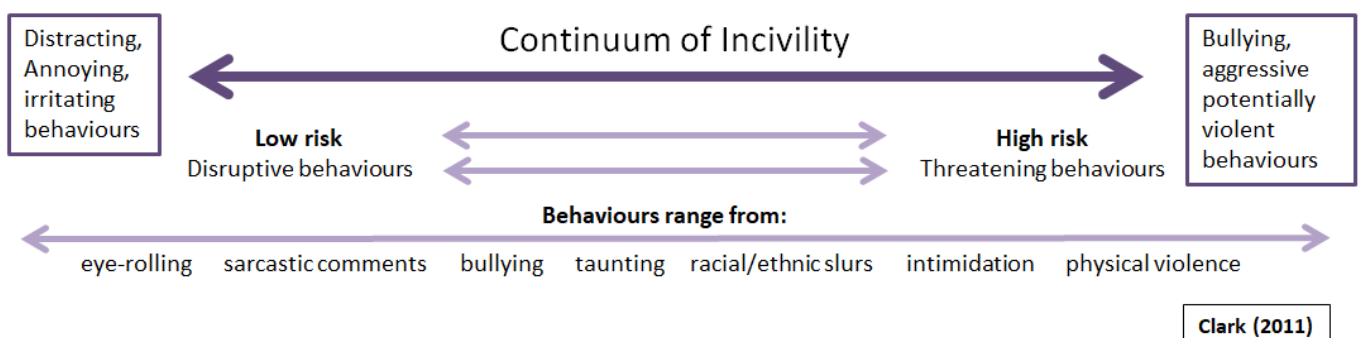
75% less enthusiasm for the organisation

**Incivility affects more than just the recipient
IT AFFECTS EVERYONE**

CIVILITY SAVES LIVES

The price of incivility. Porath C, Pearson C. Harv Bus Rev. 2013 Jan-Feb;91(1-2):114-21, 146.

WHAT IS CIVILITY AND INCIVILITY?



LOCAL LEARNING FROM INCIDENTS REPORTED

How Many Staff on Staff Incivility Incidents are formally reported? (Last 6 months)

64

Impact

- Put-downs, eye rolling, heavy sarcasm, derogatory remarks
- Chipping away at someone's self-esteem through constant slights
- Yelling, phone slamming, fist pounding, taunting
- Ignoring others and their opinions
- Addressing people in an unprofessional manner
- Failing to return phone calls or emails – sharing of information

Impact on Patient Care: Delayed Treatment, Poor Patient Experiences

Incivility

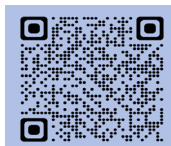
Rudeness not only greatly impacts the recipient

Why does this matter

The impact of rudeness extends beyond the recipient

I am the recipient	I am the on-looking colleague	I am the patient or relative
<ul style="list-style-type: none"> 80% lose time worrying about the rudeness 78% reduce their commitment to work 63% lose time avoiding the offender 48% reduce their time at work 38% reduce the quality of their work 25% take it out on patients or others 12% leave 	<ul style="list-style-type: none"> 20% decrease in my performance 50% reduction in my willingness to help others 	<ul style="list-style-type: none"> 75% less enthusiasm for the organisation 66% feel anxious dealing with the staff <p>www.civilitysaveslives.com</p>

Disrespect and rudeness affect the quality of work, people's likelihood to help each other and increase errors.



Want to know more?

<https://www.civilitysaveslives.com/>



#welearn: Contact us

Please contact the we learn team for more information

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<https://connect2.swbh.nhs.uk/governance/welearn/>