

Tom

23, Band 5 Nurse



What happened?

Tom was caring for a patient and prepping him for surgery. The patient's father was at the bedside.

- ⚠ Grace, the band 7, in front of everyone said, "why is this patient not ready for surgery yet?"
- ⚠ Tom did not know how to respond to Grace whilst appearing professional in front of the patient's father.
- ⚠ Grace shouted, "this should have been done hours ago!" and tutted at Tom. Tom was shaken. He was shocked and knew this was out of character for Grace.
- ⚠ The father was agitated too and asked if his son's surgery was going to be delayed.

And then?

- ✓ An ANP, Sally, overheard this and asked Tom if he'd like to take five minutes while she prepped the patient for surgery.
- ✓ Tom was grateful for the break as his hands were shaking. Tom stepped away for 5 minutes before he returned to help Sally prep his patient for surgery.
- ✓ Sally spoke with Tom afterwards and explained that Grace was going through a difficult time and not to take it personally. Sally explained clearly to Tom that Grace's behaviour was inappropriate.



How to improve

- ↑ Provide staff with **key phrases** to use in an uncivil situation like this one.
- ↑ Provide **structured conversations** with staff following up instances of uncivility to help them to avoid such behaviour in the future.
- ↑ Encourage staff to have a supported **"cup of civility conversation"** with colleagues in instances of uncivility.
- ↑ Point staff toward **Civility saves lives: www.civilitysaveslives.com**