

Understanding The Concept of Compassion from the Perspectives of NHS Staff

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Masters By Research**

– BACKGROUND –

- The research is driven by current policies highlighting the importance of compassion and integrating compassion-based approaches into service delivery to promote better quality of care.
- All necessary Research Governance approvals obtained.

– AIMS –

- To explore the meaning of compassion in the workplace from the perspectives of NHS staff at CTM UHB, in patient and non-patient facing areas.
- To contribute to the voices of those working at the health board being heard and their experiences validated.



– FINDINGS –

<p>Identity Professional and personal.</p>	<p>Connection Between individuals, teams, the organisation, and society. Communication is key. Compassion flows.</p>	<p>Psychological Safety Positive experiences of compassion at work contribute to psychological safety in the workplace whilst experiences described as lacking compassion decrease psychological safety and may have negative consequences.</p>
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Take Home Message – We need to get it right for the future!

– METHOD –

- Qualitative Research informed by The Critical Incident Technique (Flanagan 1954). The application of this technique allows participants to reflect on workplace experiences demonstrating compassion or lack of compassion.

– PARTICIPANT RECRUITMENT –

- A convenience recruitment strategy. Research advertised via health board electronic media so that different staff groups could be reached.
- Aim to recruit until data saturation.
- Five interviews.

– DATA COLLECTION –

- Participants were invited to read a short list of scenarios prior to interview to encourage reflection and to facilitate discussion. The scenarios were informed by the literature review. Semi structured interviews, average 50 minutes long via Microsoft Teams. Participants recalled experiences of compassion in the workplace and reflected on their understanding of compassion. Interviews transcribed verbatim, and the audio file destroyed once the data is transcribed and anonymised.

– DATA ANALYSIS –

- Thematic analysis conducted to analyse the data. Key elements of compassion at work from the perspectives of participants identified.

– FUNDING –

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– FURTHER INFORMATION –

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– REFERENCES –

- Flanagan, John, C. Psychological Bulletin, Vol..51. No 4, July 1954.
- Well-being of Future Generations (Wales) Act 2015. www.gov.wales/future-generations