



Leading the Way

The Big Conversation Feedback Priority 4 - How We Care for Our Service Users and Each Other

The Nursing and Midwifery strategy for NMSGC launched in May 2025. From May 2026, your local champions and teams held Big Conversations about Priority 4 - How We Care for Our Service Users and Each Other. This poster lays out the top 3 themes that you told us matter to you from each question and includes some of your quotes from the data received.



Q1. How do you make sure the care you give is kind and compassionate?

Your top 3 themes were -

- Active listening and empathy
- Person-centred and individualised care
- Compassionate values and professional role-modelling

Our focus is on strengthening a culture where compassionate and equitable care is consistently modelled, supported and expected. We will also invest in staff wellbeing, recognising that compassionate care depends on a workforce that feels valued, supported and able to recover between demands. Through ongoing development, collaborative working and a commitment to role modelling professional behaviours, we aim to create an environment where kindness, fairness and high quality care are embedded in everyday practice

My aim is put our service users at the very centre of every improvement project or workflow that I am responsible for

I smile, I offer my help as much as possible, I listen to any issues people have and try to help where I can. I let them know I'm there for them if they need me

By giving the kind of care that I would want to receive or have my family receive. By listening to the patient to find out what is important to them

I actively listen to people - staff, patients, carers, service providers. I see the person then their issues, roles, conditions

I listen fully. Show respect, pay attention to emotions, be patient and communicate clearly, protect dignity and privacy. Practice empathy and reflect on care after interactions. Manage stress, burnout and look after yourself too

Q2. What are you and/or your team's plans for the next year to ensure you provide compassionate and equitable care?

Your top 3 themes were -

- Creating a supportive and psychologically safe team culture
- Embedding equity, inclusion and person-centred care
- Reflective practice and continuous improvement

Q3. How do you care for yourself and your colleagues on a daily basis?

Your top 3 themes were -

- Staff wellbeing and self-care
- Peer support and team connection
- Creating a kind and psychologically safe environment

It's hard because our work is so busy and pressurised time is of the essence. We are more interested in what knowledge and skills we have to get work done. We need to be interested in who we are as a whole and life outside work too. For me, I think I need to spend more time asking open questions to my colleagues and making the time to listen instead of doing it half hearted whilst multitasking!

Celebrating successes is also very important, tasks can finish sometimes and is simply seen as job done whereas it is forgotten that this is a success and will likely contribute to improved care for our patients

Check in with colleagues, especially after a difficult day where things have not gone so well. But also having a chat with people when things went well. I have a close knit group of colleagues, we go on walks and just decompress together

Show mutual respect and kindness, support each other professionally and make an effort to be compassionate to other people's situation. Kindness in small acts

Sometimes it is the little things that lead to Big Conversations, and it is encouraging colleagues to feel safe to express their thoughts that will lead to Big Conversations. To encourage the Big Conversation Champion roles and see the benefits of this for all of our voices to be heard

Over the next year, we plan to strengthen our Big Conversations by embedding them more consistently into everyday learning, supervision and team development

Create time for quality conversations. Focus on individual needs and development. Embed wellbeing into conversations. Strengthen listening and feedback

Q4. How are you and/or your team going to develop your Big Conversations over the next year?

Your top 3 themes were -

- Open dialogue and Big Conversations
- Psychological safety and inclusive voice
- Linking reflection to learning and improvement