Cleaning up a bullying culture

This month’s Nursing Management features a disturbing report into bullying at a leading London healthcare provider. An investigation by academics at Plymouth University reveals a frequency of bullying at Barts Health NHS Trust four times the national average and a prevailing culture of incivility and unpleasantness.

According to their report, commissioned by Barts, staff had their opinions ignored, faced unmanageable workloads and impossible deadlines, felt unsupported, and were humiliated and ridiculed.

Information was withheld, and there was favouritism and tolerance of poor performance, rudeness, racism and discrimination. I don’t doubt that many of us have come across even isolated instances of such behaviour at least once in our careers, and perhaps recognise how catastrophic the outcome can be.

The Plymouth academics report that their survey ‘revealed a breadth of negative behaviours associated with “incivility and disrespect”, which emanate from both managers, co-workers/colleagues and from patients’.

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