



CIVILITY IN HEALTHCARE – EAST MIDLANDS SPINAL NETWORK

Why Civility Matters:

- Incivility reduces cognitive bandwidth by 61%
- Witnessing rudeness lowers performance (20%) and reduces willingness to help others (50%)
- Rudeness directly contributes to errors, reduced diagnostic accuracy, and poor patient outcomes.

Impact on Healthcare Teams:

- Incivility is contagious; it damages teamwork, communication, and psychological safety
- Kindness improves collaboration, diagnostic accuracy and team resilience

What increases Incivility:

- Workload pressure, poor support, hierarchy, culture
- Support patients to understand the impact of unkindness on staff members

Kindness is the Antidote:

- Simple acts of civility create a ripple effect
- Kindness boosts mood, lowers cortisol, and enhances team cohesion

Practical Civility Hacks:

- Model kindness and avoid misinterpretation
- Practice gratitude; acknowledge others
- Use grounding strategies in tense moments and consider debriefs
- Speak up with compassion when incivility occurs
- Support colleagues who experience rudeness

Remember: Civility isn't optional – it is safety-critical

Choose kindness. It saves lives.

Resources

- Learn more: www.civilitysaveslives.com
- NHS x TED talk: <https://youtu.be/4RUlhjwCDO0>
- NHS Civility and Respect toolkits: [NHS England » Civility and respect](#)