Compassion is an essential component of good nursing care and can be conveyed through the smallest actions

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Implications for practice and research

 Patients’ experiences of compassion and lack of compassion contribute to current understanding of complexity within compassionate nursing practice.

 Patients believe that nurses can develop compassionate practice through exposure to vignettes of their experiences.

 Further research on patient experiences could help identify how to enable ‘fleeting acts’ that convey compassion.

Context

Compassion is not a new concept within healthcare. However, compassion has become the focus of much research and debate during the past 10 years, following reports of lack of compassion within UK healthcare practice. This recent intense focus has addressed many aspects of care practice does not simply rely on an individual demonstrating empathy and kindness but on the moral, emotional and organisational environment within which that individual learns their caring craft. Attempts to identify and address deficits in compassion require recognition of this complexity in order to avoid over-simplification or single focused solutions. Dr Jocelyn Cornwell explained this clearly at the Kings Fund ‘One year on from Francis’ event, suggesting how UK healthcare systems, within which compassion is an expectation, are perfectly designed to produce the results they currently get. It is therefore important to consider the findings from this study within a whole system approach to improving compassionate healthcare provision.

Competing interests None.

References