

Improving John Howard Centre reception staff levels of satisfaction with their role and working environment.

Project lead: Sarah Wood

Project team: Gqwetha Malinga, Charles Kennedy- Scott,
Verna Stair; Thierry Mussard, UIG

Project sponsor: Debbie Bull

Background

- Why you chose this project...

Challenging, multifunctional environment with competing roles and customers.

A very visible part of the service often only recognised when things go wrong.

Staff group with a limited voice and ability to influence the wider service.

Commitment to improving peoples experience of being in and having contact with the service.



Background

- What was the problem?

The multifaceted role and purpose of the reception.

An environment that had expanded through necessity rather than any design leading to poor access and control of the area.

An area of conflict between the service and the security department that had potential to damage positive working relationships.



Project Aim

- Project aim

Right care, right place, right time:

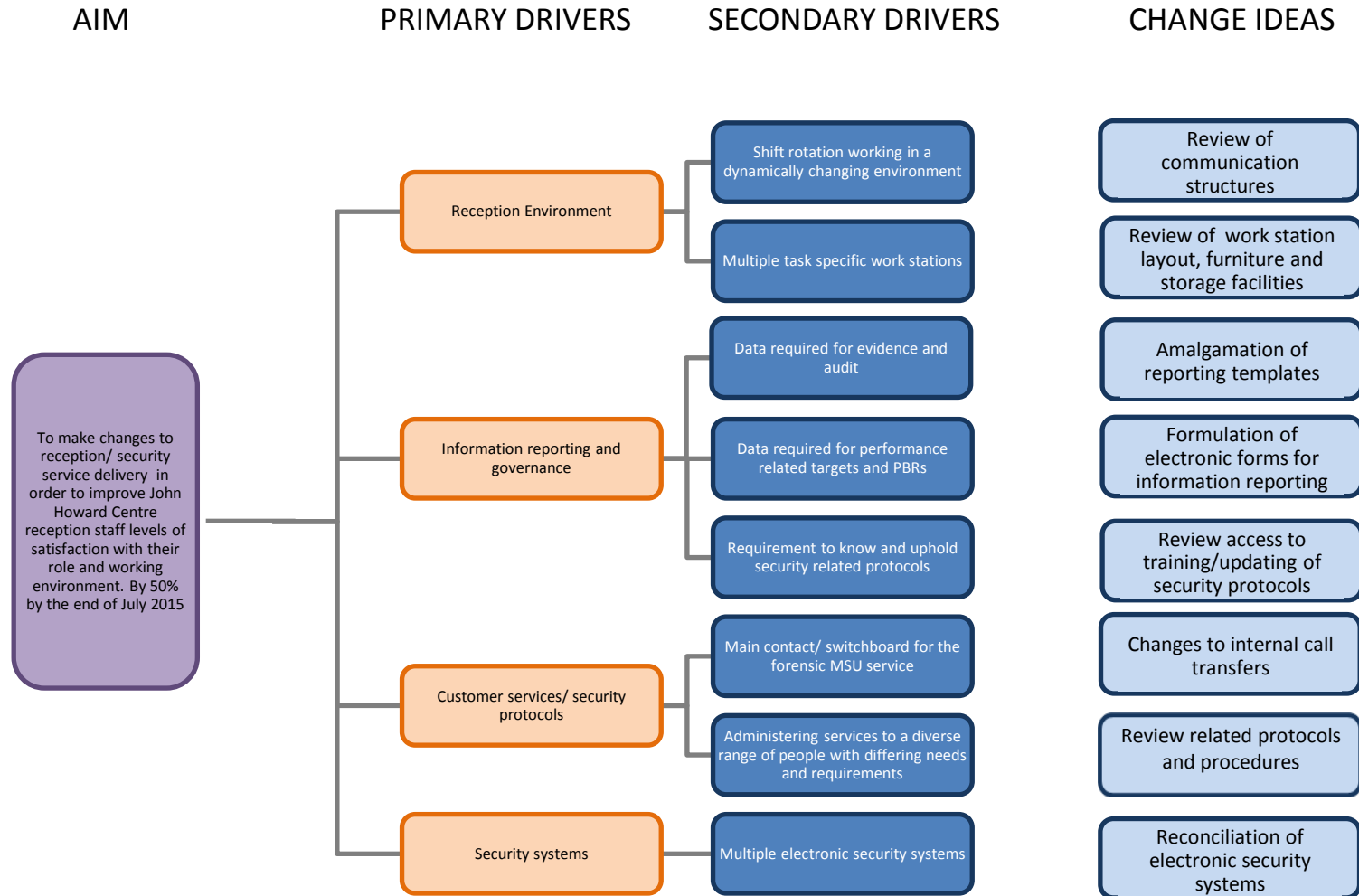
Improving patient and carer experience

Reducing delays & inefficiencies

Improved access to services at the right location

To improve John Howard Centre reception staff levels of satisfaction with their role and working environment. By 50% by the end of July 2015

Improving staff satisfaction through efficiencies in service delivery in a medium secure security reception



Data – Identify the baseline



What is the best thing about being at work?

What is the worst thing about being at work?

If you could change anything at work that would improve your experience what would it be?

What else would you would like to add?

Learning

- What did you learn?

How very useful the driver diagram is.

Having a tool to help move from global to local.

The importance of prioritising process not defined/ high impact test

That a small team is preferable to a large one.

That the diagram identified issues that could be dealt with outside of the QI process and relatively quickly.

That QI takes time.

That QI is a common language that needs to be understood by the team/s.

That engagement with the team is harder than I thought.

What next?

- What will you be doing in your project next?

ENGAGEMENT!

On 18th May QI team reps met with the team.....

Adding communication to the driver diagram.....

- How will you be applying your improvement skills next?

“However long the night, the dawn will break.”

African Proverb