



DEVELOPING NEW WAYS OF WORKING FLEXIBLY IN COMMUNITY HEALTH SERVICES
PROJECT LEADS - Davinder Kaur & Caroline Ogunsola
CORE MEMBERS – Olaoluwa Ojuolape, Karen Griffiths, Megan Evans, Lindsey Garret, Shahid Miah, Roseline Columbus, Jane Wilson
SERVICE USERS – Rachel Vincent & Kamran Shafiq
QI COACH: Georgina Amparado – Molina
QI SPONSOR: Petra Nittel

Life QI Code:116023

Revolutionising community staff working pattern for service users

Aim

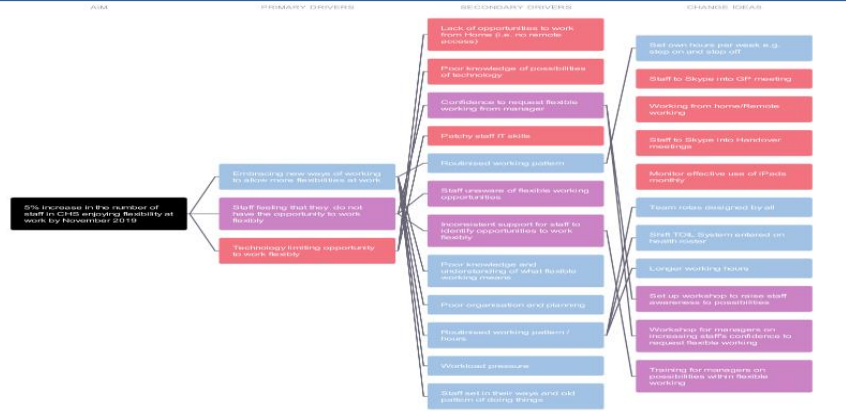
5% increase in the number of staff in North West EPCT, Tower Hamlets enjoying flexibility at work by November 2019

How did you involve service users and carers in this work?

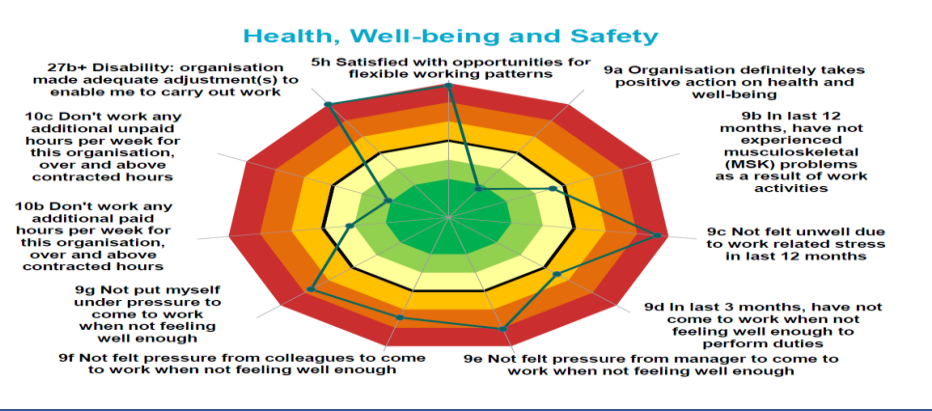
Service users are part of this project from the beginning, with equal input as staff members. This "Big I" project focusses on further engagement with service users and carers to ensure shared ownership of the proposed change ideas.

- Tests of Change**
- Flexible working pattern that promotes step on and step off by staff, long days, job sharing
 - Effective Use of mobile devices for remote access
 - Handover – Use of Skype by staff for Handovers and GP Meetings

Driver diagram



Data



Learning and what next?

We have now scale down the project focus from service wide to locality based. This is work in progress but we believe the QI will resolve most of the issues identified.