



HOUSEKEEPING





NHS

**East London
NHS Foundation Trust**

WELCOME



AGENDA

Agenda

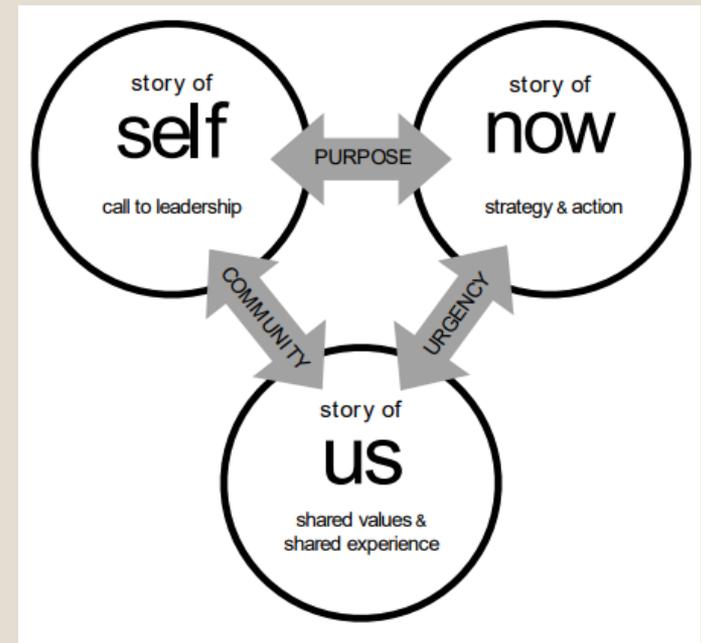
- 1) Welcome and Warm-up
- 2) Exercise: Public Narrative
- 3) Moving from ideas to testing
- 4) Exercise: Generating and testing change ideas
- 5) Exercise: Self-Assessment
- 6) Closing remarks and Action Period activities

Warm- up exercise

- Everyone stand-up and make a circle around the edge of the room
- Each person starts by saying a greeting in another language other than English whilst making a body movement...
- The rest of the room repeat the greeting and movement
- Afterwards the persons says their name and team they work in
- Keep going until everyone has introduced themselves!

Public Narrative

- A leadership practice of translating values into action developed by Marshall Ganz
- Provides a framework to communicate the emotional content of our values
- Brings three stories together, story of: Self, Us and Now



Exercise: Public Narrative

- i. Pair up with someone not in your project team (10 minutes)
- ii. Tell them a story about what you have learnt from your team since starting the project:
 - **SELF:** From what you've heard and learnt from your team, why is this project important for you?
 - **US:** From what you have heard from your team, why is this project important for them?
 - **NOW:** What is the urgent challenge that requires action?
 - While the person is talking, draw a representation of what you are hearing
- iii. Then repeat for the other person

Exercise: Public Narrative, part 2

- i. On your table each person relates to the group the story they have heard while sharing the drawing they have made (12 minutes)



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FROM IDEAS TO TESTING



Dr Amar Shah
Chief Quality Officer

Key ingredients to improve any complex system...

- A method
- Data & information
- Involvement from a diverse range of stakeholders
- Ideas
- A way to test and learn what works
- Support

**CRASH
COURSE**



The sequence we're working through

Identification of
quality issue

Understanding
the problem

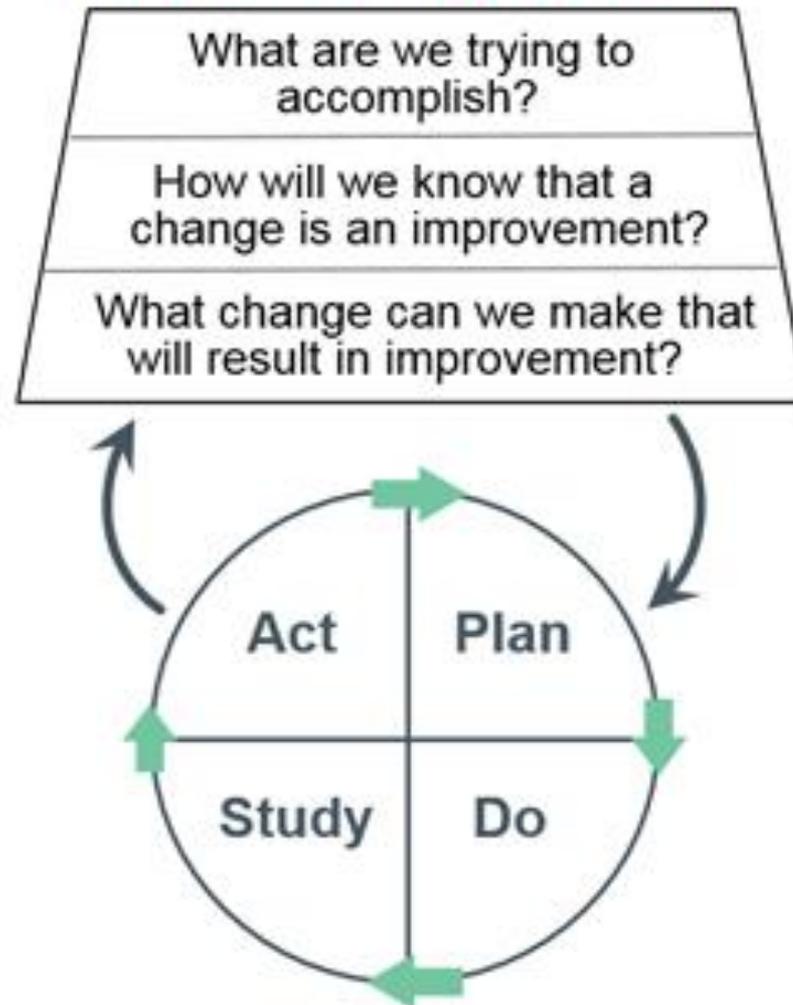
Developing a
strategy and
change ideas

Testing

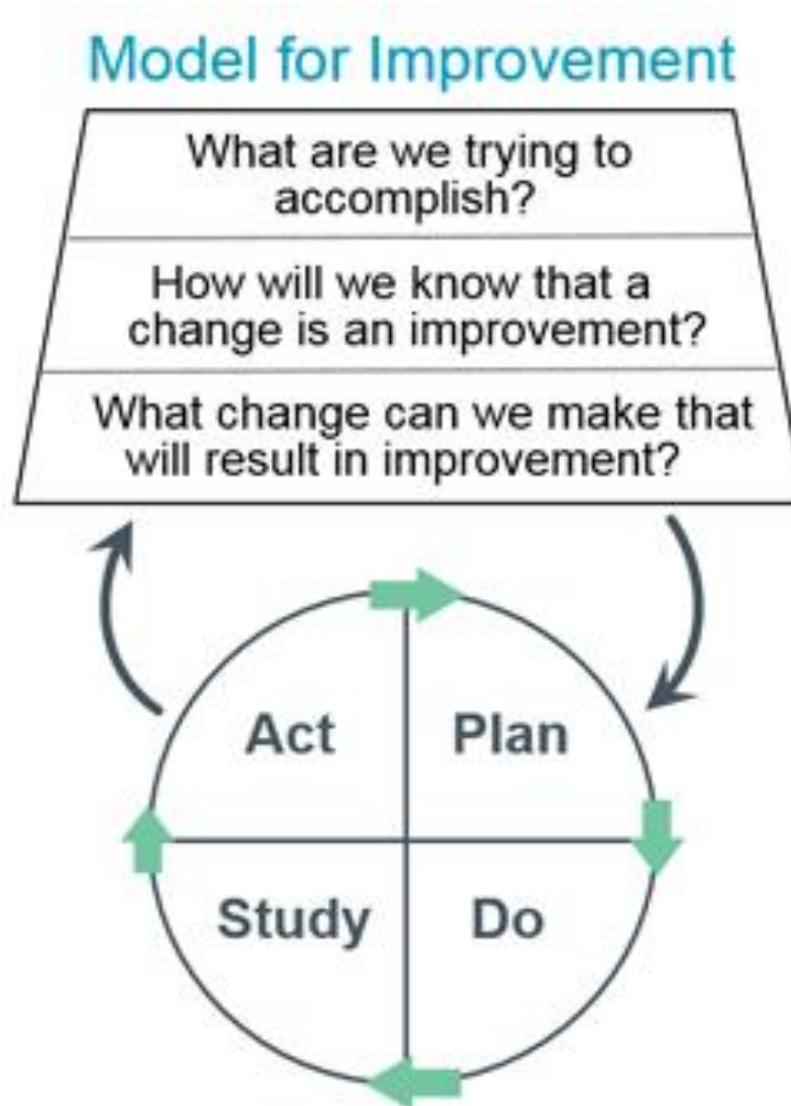
Implementation
& sustaining the
gains

Our improvement method...

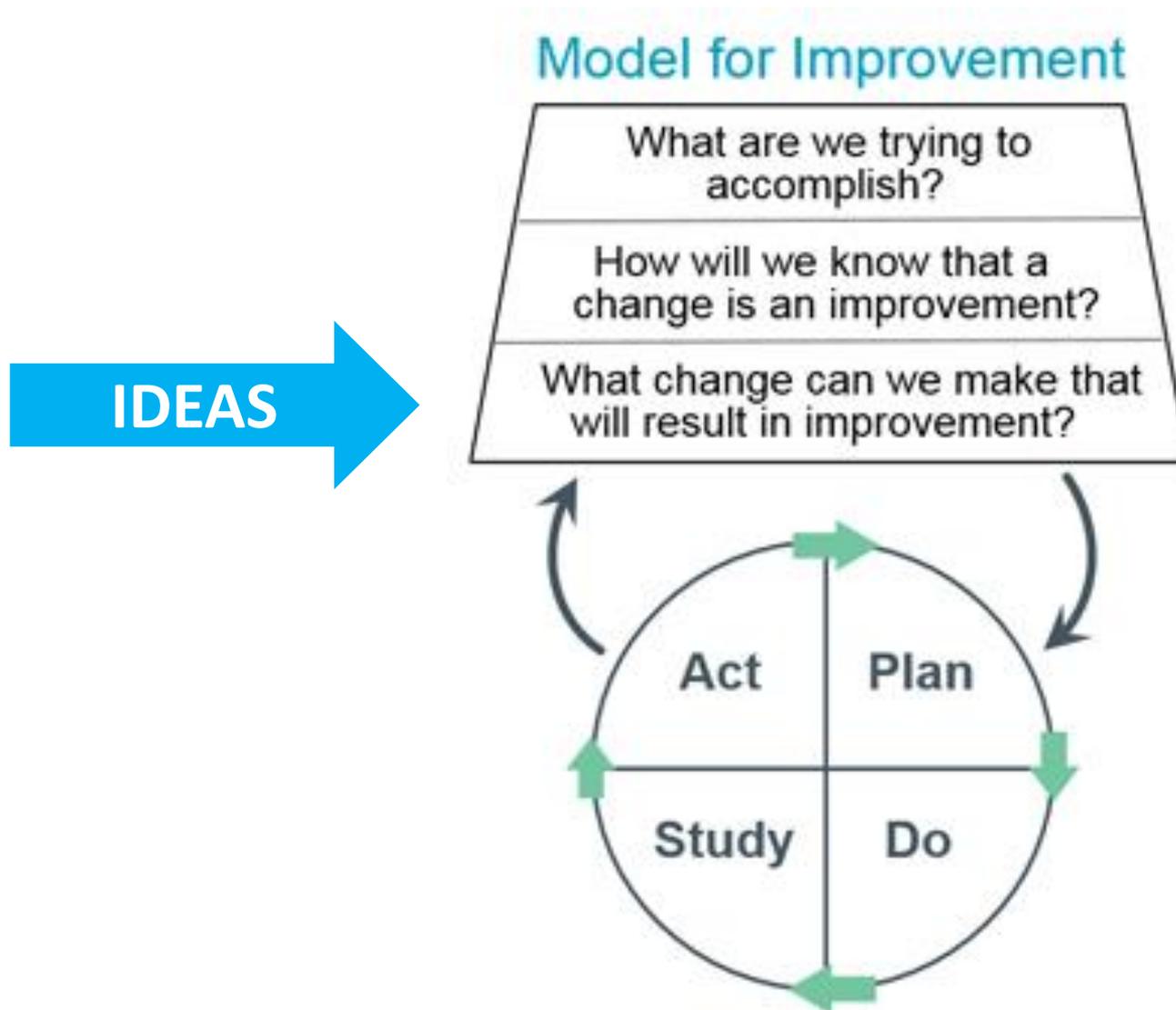
Model for Improvement



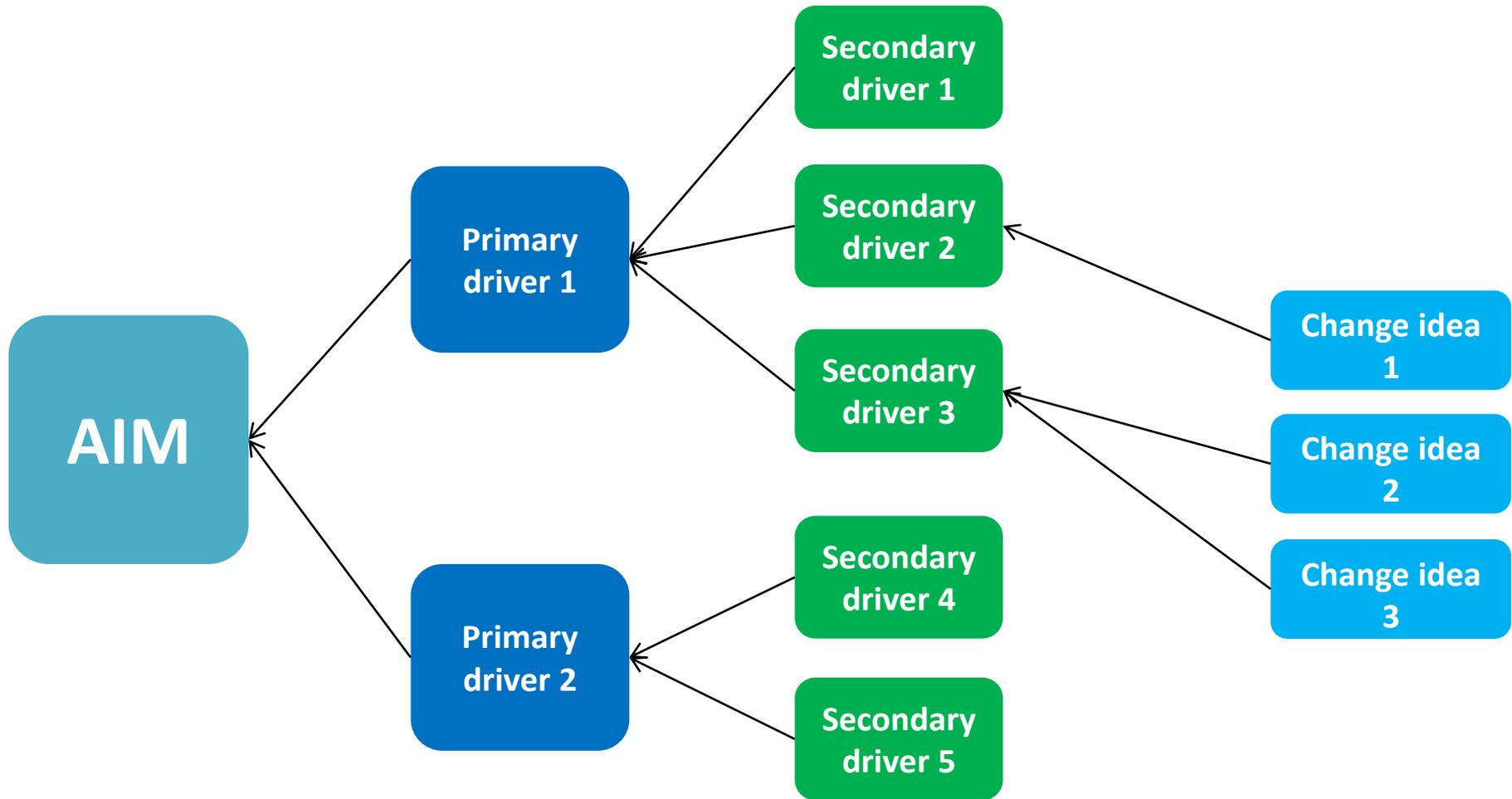
Our improvement method...



Our improvement method...



The driver diagram





To improve staff satisfaction and well-being so that staff are better able to meet the needs of their service users.
1 linked measure

Teamwork

Trust

Embrace New Ways of Working

Meaning

Camaraderie & Teamwork

Standards of Practice & Behaviour

Communication

Wellness & Resilience

Recognition & Reward

Physical & Psychological Safety

Build Capability for Improvement

Day-to-day Systems & Functions

Participative forms of Leadership

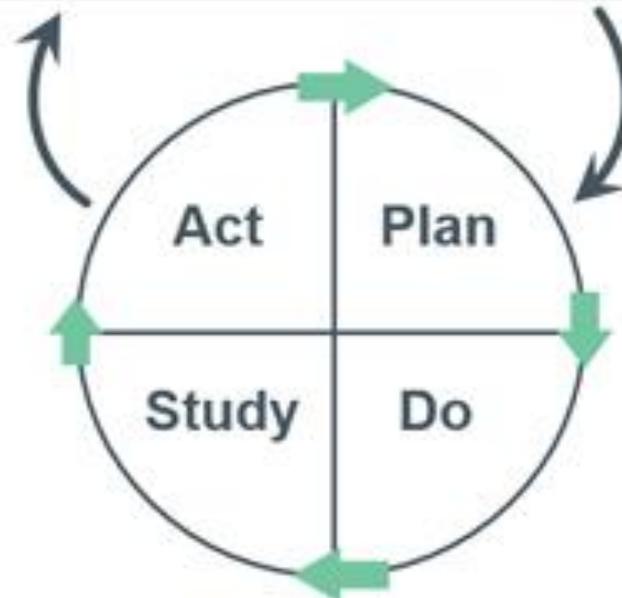
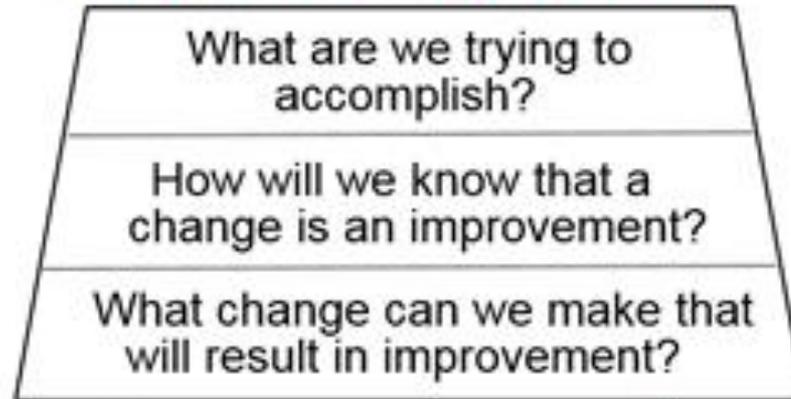
Flexibility & Choice

Meaning & Purpose

Engagement

Our improvement method...

Model for Improvement



What brings you
JOY
At work?
ALL MY
PEOPLE I
WORK WITH!

What brings you
JOY
At work?
My CNE Cherie St

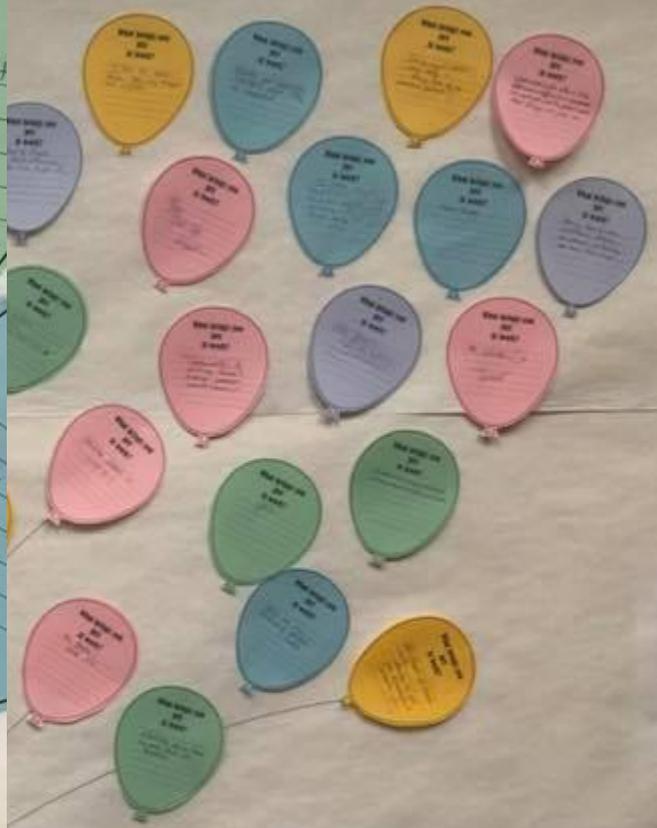
What brings you
JOY
At work?
TEAM WORK!!!


What brings you
JOY
At work?
ent surgery &
nt outcome.
Adalfo

What brings you
JOY
At work?

What brings you
JOY
At work?
Knowing I am part of a great
team that provides quality care
to patients.

at work?



YOU SAID / WE DID



18 Oct

YOU SAID / WE DID



26 July

* more comfortable/
better work chairs

Derek has made available
new chairs in Room 205.

He has also carried out an
assessment of the chairs on
the ground floor and will make
changes where needed.
-Thanks Derek!)

* You asked for a "Chill out"
Room

Room 102 is now available
to LWS staff only to chill
out

15 Aug

- * Fans in all rooms
- Fans have been ordered and should be with us soon
- * You asked for the Managers to sign in each morning
- They all do this now
- * The keys on the keyboard in Rm1 faded
- We put a new keyboard in Rm1
- * Need comfy/therapy chairs in Room 102
- We put x2 bucket chairs in Room 101
- * New headsets
- These were ordered and George has them
- * New 2nd screens in Admin
- X3 were supplied
- * WHITEBOARDS PENS IN THE THERAPY ROOMS
- We carried out an audit on all rooms and new pens and board rubbers were put into the rooms that needed them and more ordered for back-up



* You asked for the "Chill out" room to be left open.

- Cleaner will now open in the morning and Admin will lock @ the end of the day

* New board rubbers in all rooms

* Take excess furniture from Room 105 - Derek has done this and added therapy chairs

* x2 bucket chairs in Room 103

* Room 101 take out excess furniture - Derek has done this

* x3 new phones - 1- Mobile,
1- Room 103 + 1- Room 207

* Fans in all rooms + DESKS
Now

IDEAS



SET UP
EVENTS / WELL
BENEFIT
TEAM

MANAGERS TO
SPEND TIME
INTEGRATING
WITH STAFF

IMPROVE
IT
SYSTEM

INTRODUCE
WIGGLE TEAM
SHOULDER
(15 MINS)

SPACE FOR
CONNECTING
WITH
COLLEAGUES

DO NEXT



PEOPLE
BOARD
GMAP - SHARON

BUDDY
SYSTEM

IN PROGRESS



PARKING
SPACES

FLEXIBLE
WK TO BE
DISCUSSED @
WTFMtg

LOCKERS FOR
THERAPISTS

DEVELOP
TEAM
MEETING

WORK
CHAIRS

WORK SMART
GROUP
1/2 HR PER WEEK
FAL, SANDRA
BELEN, NIKKI,
SADE + SIAN

DONE



CATEGORIES ON I
KELLY'S MAPS TO
TAKE
NEW PHOTOS
CHECK PRICES ONLINE

NEW PERSONS
NEW SCREENS
IN PHONE
2-3 WORD PHRASES
THINGS TO SAY IN

CHANGE TIME OF
TEAM MEET

CALL OUT BOOK



WE KANBAN, CAN YOU?



IN PIPELINE

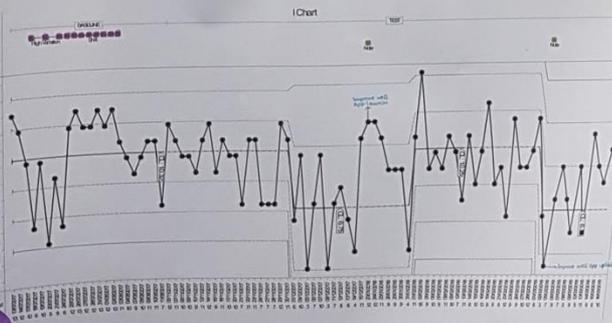
Annotating our charts with change ideas

Clarify what type of decisions can be made by whom/what level of staff/management

Procedural changes - outline management structures

Want to recognise colleague's efforts?

Number of Responses -



TO DO NEXT



08.03.2018

↓ length of time of meetings - not all need 1 hour or 7 steps



S.O.P 30.04.18

Employee of the month

14.03.18
28.03.18

Makes team meetings & Project boards
Locally primary & Secondary IT to attend
↳ other ITs to

Appreciation Box



Survey Alert optional working out of office 1 day / 2 half days week 1

Seven step meeting

Tech survey COMPLETED

Survey Alert Working out of office feedback

Regular space Collaboration to troubleshoot IT Surgery' issues/links to

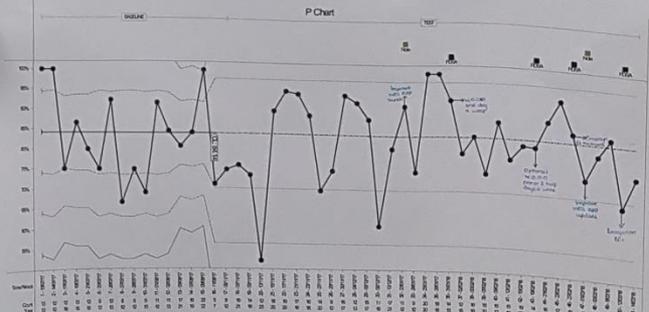
TECH CORNER EVERY MONTH [INNOVATIONS] [BOTTLENECKS]

360 reviews for manager + senior management

Has anyone helped you today?



Good Day Measure - Subgroup >= 12



16.03.18

UPGRADING RAM ON LAPTOP & O.S To WINDOWS

UPDATING CHARTS [weekly]

UPDATING DATABASES (MONTHLY)

COMMUNICATION BOARD

Objective: To create and sustain an environment of respect, compassion, teamwork and psychological safety, enabling each staff member to provide care that represents their deeply held beliefs about the importance and excellence of their work.

Suggestions for Improvement

What have we done?

What are we working on?

What is next?

The Stoplight:
Give feedback...get response

Garnered from recent survey data:

- Increase teamwork among staff
- More focus on staff meetings with staff
- More visibility among leadership
- Supporting staff
- Increasing communication (different meeting staff)

- Increase staff autonomy and empowerment in their own work
- Increase communication and collaboration between staff
- Empower staff to voice their concerns
- Increase staff autonomy and empowerment in their own work
- Increase staff autonomy and empowerment in their own work

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Feedback

Responses

Let's remove those problems in our shoes!

Remember, we can do it together. Together we can do it better!

Mount Auburn Hospital Labour & Delivery floor

ONE MISSION, ONE TEAM

L&D STAFF COMMUNICATION BOARD FOR IMPROVEMENT

L&D Staff's Mission Statement:

Create and sustain an environment of respect, compassion, teamwork and psychological safety so that each individual is able to provide care that represents their deeply held beliefs about the importance and excellence of their work.

SUGGESTIONS FOR IMPROVEMENT

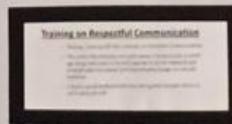
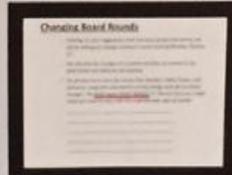
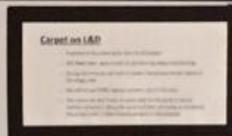
(from the culture club, the culture survey & board round focus group and survey)



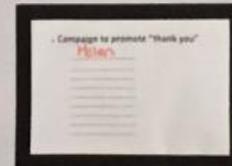
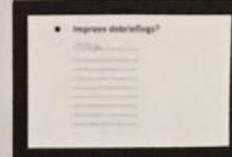
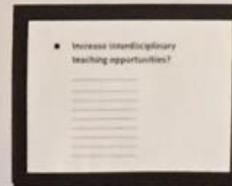
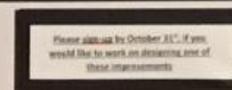
WHAT HAVE WE DONE?

- Opened up one end of the nurse station creating a second entrance
- Incorporated communication & conflict management training in to OB SIM
- Cleaned up the locker room space and kitchen space. (THANKS Sue Chobot!!!)
- Moved bridge to antepartum during daytime hours to create more workspace and less congestion on L&D
- Increased nurse staffing from 5 to 8-10 for every shift (Excellent work Maria & Theresa!)
- Cleaned up this communication board (Shout out to Stacy, Cheryl & Justina!!)

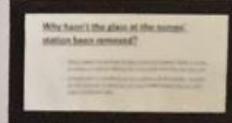
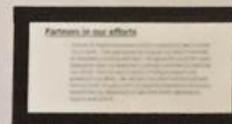
WHAT ARE WE WORKING ON NOW?



WHAT IS NEXT?



NEWS & UPDATES





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FROM IDEAS TO TESTING



Sarah Breese
Improvement Advisor
Secondary Lead for Enjoying Work

Exercise: Generating and testing change ideas

- i. Organise into your project teams (including coaches and sponsors)
- ii. Silently think about your project & write one idea per post-it note:
“From what you have heard from your team in the last 4 weeks, what can you test by next Thursday that will have an impact?” (5 minutes)
- iii. Place your post-it notes in the centre of the table as you write them
- iv. Take it in turns to pick a random post-it note, read it out and then people on your table give feedback “What’s good here is.... Would be better if...” (3 minutes each, 20 minutes in total)

Exercise: Self-Assessment

- Each person to complete the Project Health Self-Assessment in the back of notebook
- Then follow the link below to copy across results:
 - www.menti.com enter code 30 90 80
- Have a discussion with your fellow team members on where your are scoring low and make a plan of how you can improve upon this (3 minutes)



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OBJECTIVES FOR NEXT 4 WEEKS

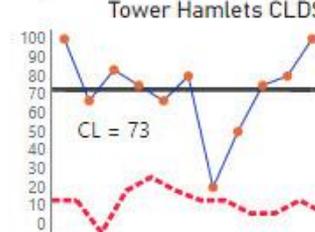
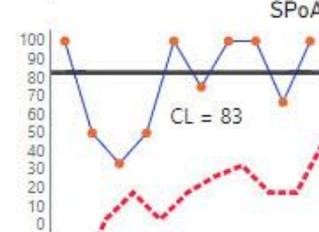
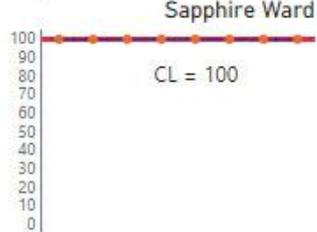
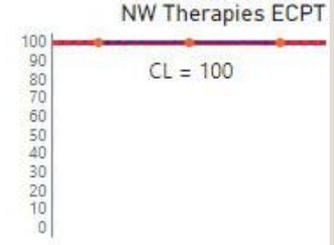
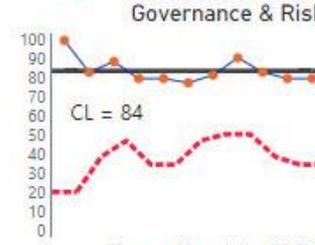
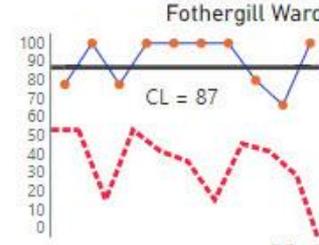
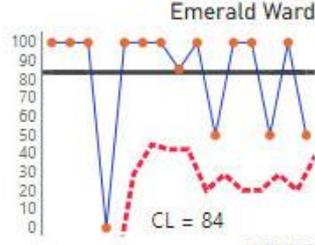
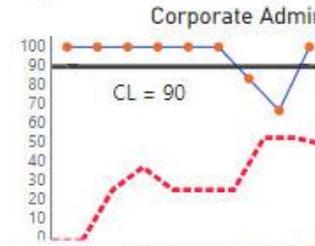
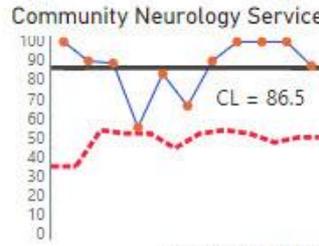
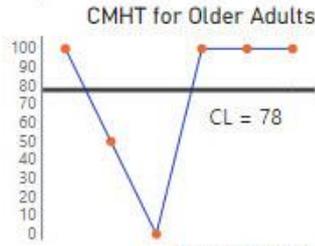
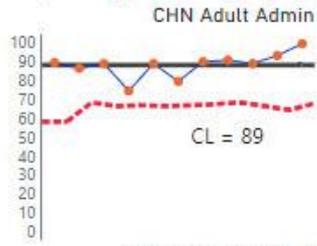
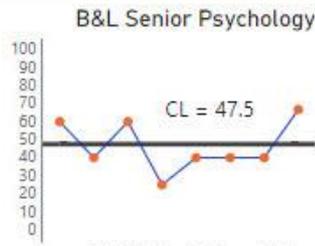
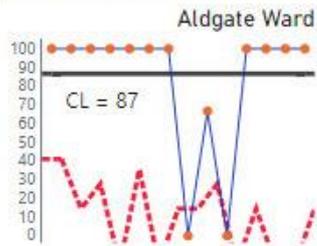


ENJOYING WORK - COHORT 3 DASHBOARD



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LEGEND: ● Baseline Data ● Test Data



Baseline data collection from
16th September 2019 to
30th September 2019

Objectives

1. Ensure your team have collected daily data using the [Good Day Measure](#) for baseline measurement, move to weekly once baseline collection completed.
2. Ensure [Pulse Survey](#) has been completed by your team, this will be pushed out for teams that have not yet completed via the ImproveWell app by the QI Team on [14th October and will close on 28st October](#). Thereafter you can decide which questions to use more often.
3. Create an [aim](#) and [driver diagram](#) for your project based on the results of your Appreciative Enquiry and pulse survey.
4. Create a [Kanban board](#) or similar so that your teams can see what you plan to test, what you are testing & data
5. Plan to [test at least 2 change ideas](#) between now and the next learning set
6. Speak to you team manager and sponsors to check they re attending the next learning set on [Thursday 7th November 9:00-10:30am](#)

Key Dates

Learning Set	Date & Time	Location
Learning Set 3	Thursday 7th November 2019 9.00 - 10.30am	Holiday Inn, Coram St, Bloomsbury, London WC1N 1HT
Learning Set 4	Wednesday 4th December 2019 2.00 - 4.00pm	
Learning Set 5	Wednesday 8th January 2020 2.00 - 4.00pm	
Learning Set 6	Tuesday 4th February 2020 2.00 - 4.00pm	
Celebration Event	Tuesday 3rd March 2020 2.00 - 4.00pm	