



East London
NHS Foundation Trust

Enjoying Work

Learning Set 5



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HOUSEKEEPING





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WELCOME



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AGENDA

Agenda

1) Welcome and Warm-up

2) Story Log



3) Impact on the wider team



4) Reflecting on our measurement systems

5) Closing remarks and Action Period activities



Warm-up – 15min

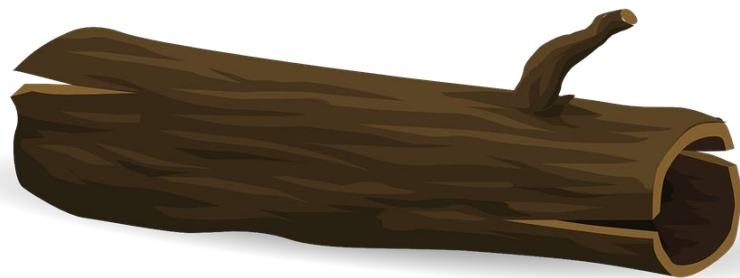
1. Using the paper and pens on your tables, individually draw a picture to represent how you are feeling today – be as creative as you like! (10min)
2. Display your picture in the 'Enjoying Work' portrait gallery next to the other portraits from your table
3. You have 3 votes to use to decide on the most creative drawing from your table, mark your 3 votes on your selected drawings (you can use more than 1 vote on a picture!)



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STORY LOG



- Please sit together with the rest of your team.
- Have a discussion as a team and start completing the worksheet on your table 'Our Team's Story Log' to capture your team's journey so far.
- There are things that you may want to add to the story log during today's learning set.



IMPACT ON THE WIDER TEAM



Reflection – 10min

‘Reflect on the work you have undertaken so far and the impact it has had on your team, what have you noticed?’

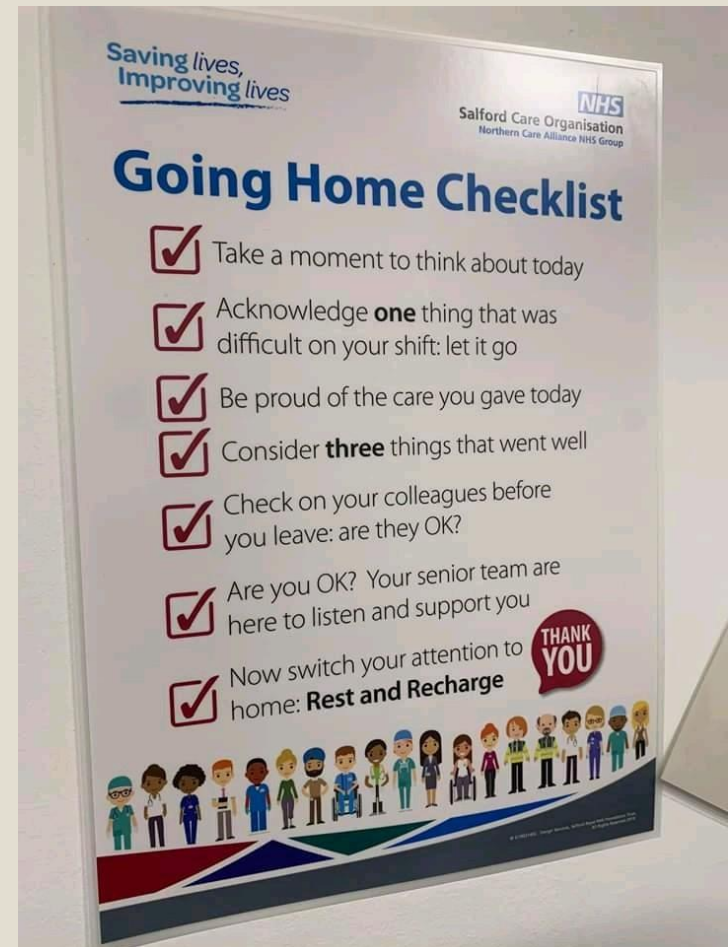
1. Individually and in silence reflect and write down one thought per post-it note in response to the question above (2 mins)
2. Return to your project team and share your individual reflections- are there any common themes? Does anything surprise you? (8 mins)

Action For Happiness

Happiness is not something ready made. It comes from your own actions".- Dalai Lama

- Action For Happiness- <https://www.actionforhappiness.org>
- Movement of people committed to building a happier and more caring society
- **“Three good things”** – developing the habit of being grateful and taking the time to notice the good things that happen in our day
- **Every day** - think back and remember 3 good things that happened in the day, however small
- **Note them down**
- **Think about why** - why did you feel good about it?
- **Look back** - after a week look back through and reflect on how it makes you feel and notice if there are any themes
- **Keep it up!**
- Further reading and resources: <https://www.authentic happiness.sas.upenn.edu/>

'Going Home Checklist'



Designing your own 'Going Home Checklist'

- As a team have a go at designing your own 'Going Home Checklist' think about what your team would want to the checklist- what would be important to them? -10min
- Write your checklist down on a piece of flipchart paper and display on the wall, have a look at other teams' checklists – 10min



MEASUREMENT SYSTEM



Family of Measures

Type of measure?	Measure Name	Description	Data Collection Plan																		
Subjective Outcome Measure	Good Day Measure	<p>a) "Have you had a good day at work today?" <u>Responses:</u> "Mostly Yes" / "Mostly No"</p> <p>a) In up to 5 words, please state what had the greatest impact on your response. (Your response is optional)</p>	<ul style="list-style-type: none"> Daily for 1 month as baseline. Weekly thereafter on day chosen by project team. (Primarily ImproveWell) 																		
Objective Outcome Measure	Pulse Survey	<p>Covering the domains:</p> <table border="0"> <tr> <td>1) Link with wider directorate</td> <td>2) People to be heard</td> </tr> <tr> <td>3) Recognition and rewards</td> <td>4) Communication</td> </tr> <tr> <td>5) Clarify expectations and roles</td> <td>6) Workload</td> </tr> <tr> <td>7) Social connections</td> <td>8) Environment / Resources</td> </tr> <tr> <td>9) Learning & Development cared for</td> <td>10) Leadership / Feeling</td> </tr> <tr> <td>11) Psychological Safety</td> <td>12) Burnout</td> </tr> <tr> <td>13) Support from colleagues</td> <td>14) Staff Satisfaction</td> </tr> <tr> <td>15) Autonomy</td> <td>16) Mastery</td> </tr> <tr> <td>17) Purpose</td> <td></td> </tr> </table>	1) Link with wider directorate	2) People to be heard	3) Recognition and rewards	4) Communication	5) Clarify expectations and roles	6) Workload	7) Social connections	8) Environment / Resources	9) Learning & Development cared for	10) Leadership / Feeling	11) Psychological Safety	12) Burnout	13) Support from colleagues	14) Staff Satisfaction	15) Autonomy	16) Mastery	17) Purpose		<ul style="list-style-type: none"> Baseline at start of collaborative – all questions. Teams can choose to use some or all questions more frequently based on what they are working on. Outcome at end of collaborative – all questions. (Primarily ImproveWell)
1) Link with wider directorate	2) People to be heard																				
3) Recognition and rewards	4) Communication																				
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17) Purpose																					





Measurement system

Reflection – with your team (15min)

- Spend time looking at the measurements you have collected as part of your work so far
- As a team reflect on the following:
 1. What is currently working well in your measurement system?
 2. What are the current challenges you are facing?
 3. Based on today's learning set is there anything you are going to do differently moving forwards? Write your next steps down.

Action planning – Share your actions with another team (10min)

- Pair up with another team and share your thoughts on the 3 questions above

Project Health Self-Assessment

- Each person to complete the Project Health Self-Assessment by following the link below:

www.menti.com

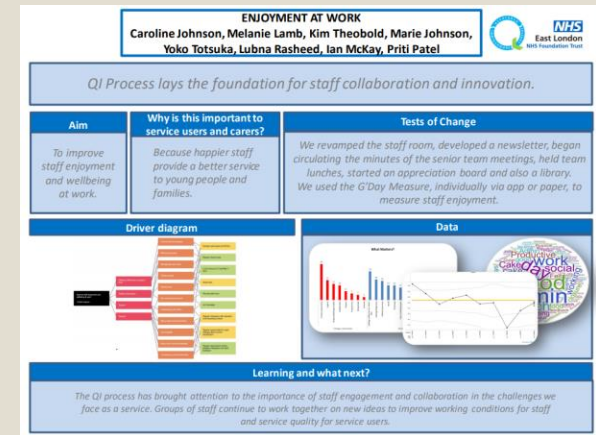


NEXT STEPS AND OBJECTIVES



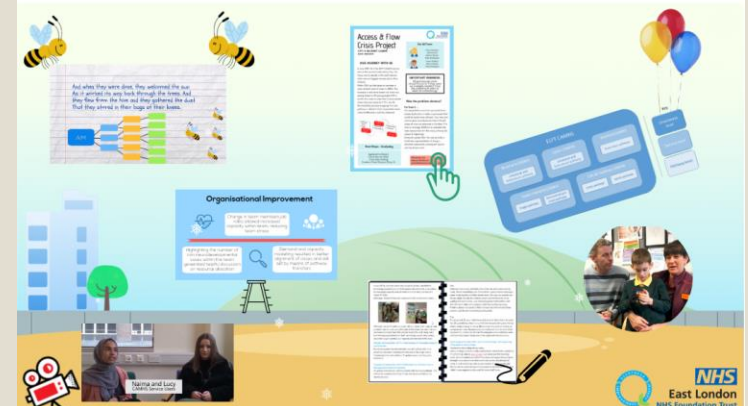
Next steps...

- Take a picture of your story log and leave the hard copy in the room
- **Celebratory event - Tuesday 3rd March**
- Think about a fun and creative way to share your teams story so far...
- Lots of inspiration on the QI microsite, have a look at the 'CAMHS Access and Flow series' for inspiration: <https://qi.elft.nhs.uk/collection/qi-in-camhs/#>
- Last years Enjoying Work stories: <https://qi.elft.nhs.uk/collection/enjoying-work-cohort-2/>
- Template for a poster is on the microsite: <https://qi.elft.nhs.uk/resource/competed-project-poster-template/>



CAMHS Access and Flow series

Here you can access seven stories about improving access and flow in our Child and Adolescent Mental Health Services. Click on the icons to view.



Objectives

1. Think about testing your 'Going Home Checklist' with your team
2. Review your measurement system with your wider project team and ensure your data has been recorded on LifeQI
3. Make sure to connect with your QI Coach to help you work through any challenges with your measurement and barriers impeding your testing.
4. Plan to test at least 2 change ideas between now and the next learning set, make sure these are recorded on LifeQI
5. Ask about sharing your journey so far at the January QI Forum in your directorate

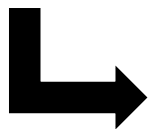
Key Dates

Learning Set	Date & Time	Location
Learning Set 6	Tuesday 4th February 2020 2.00 - 4.00pm	Holiday Inn, Coram St, Bloomsbury, London WC1N 1HT
Celebration Event	Tuesday 3rd March 2020	

Before we finish...



1. Open the camera on your iPhone/iPad



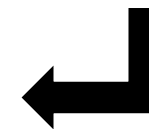
Hold the camera over the QR code above.
Click on the link that appears



1. Hold down the home button to open Google Assistant
2. Click on 
3. Next, click on 

OR

1. Open the Google Lens app
(you can download this from the google store)



You can also enter this link into your internet browser:
tinyurl.com/ilpW9eval