

STAFF WELLBEING- QI PROJECT

Richmond Wellbeing Service
(RWS)

Staff Wellbeing RWS

QI project set out to improve staff members wellbeing and make them feel more valued

Richmond Wellbeing's reputation is:

High performance

Meeting KPIs

No high staff turnover

BUT

Staff satisfaction survey showed that members of the team were not happy

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QI 'good day' measure then the questionnaire we used:

- ▣ When someone makes a mistake in this team, it is held against him or her
- ▣ In this team, it is not easy to discuss difficult issues and problems
- ▣ In this team, people are rejected for holding different opinions
- ▣ It is not safe to take a risk in this team
- ▣ It is difficult to ask other members of this team for help

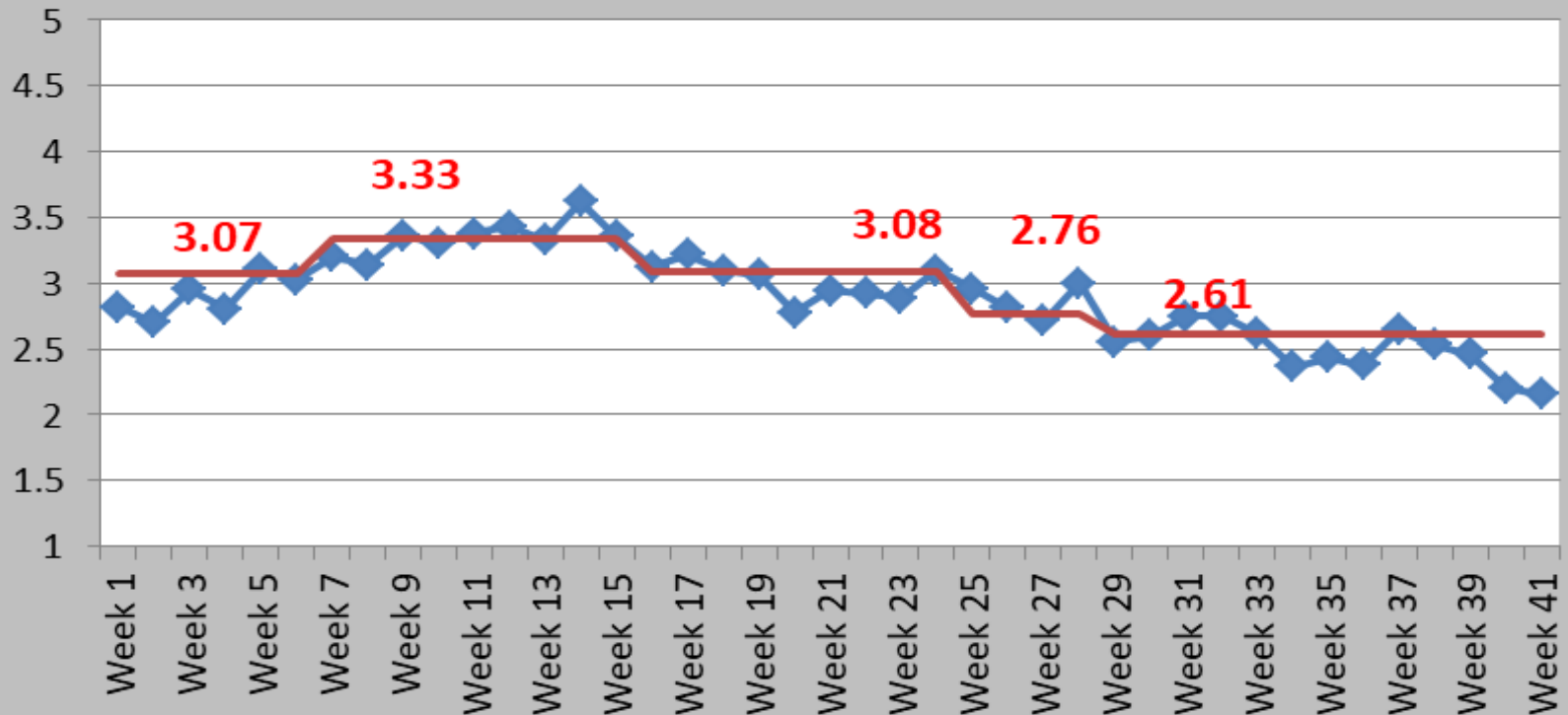
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- ▣ Members of this team value and respect each others' contributions
- ▣ Members of this team feel able to raise concerns they have about team plans or decisions
- ▣ This team is good at keeping everyone informed about what the team is planning and accomplishing
- ▣ I am asked for my opinion before decisions are made that affect my work
- ▣ I feel frustrated with how this team operates

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4 negative statements

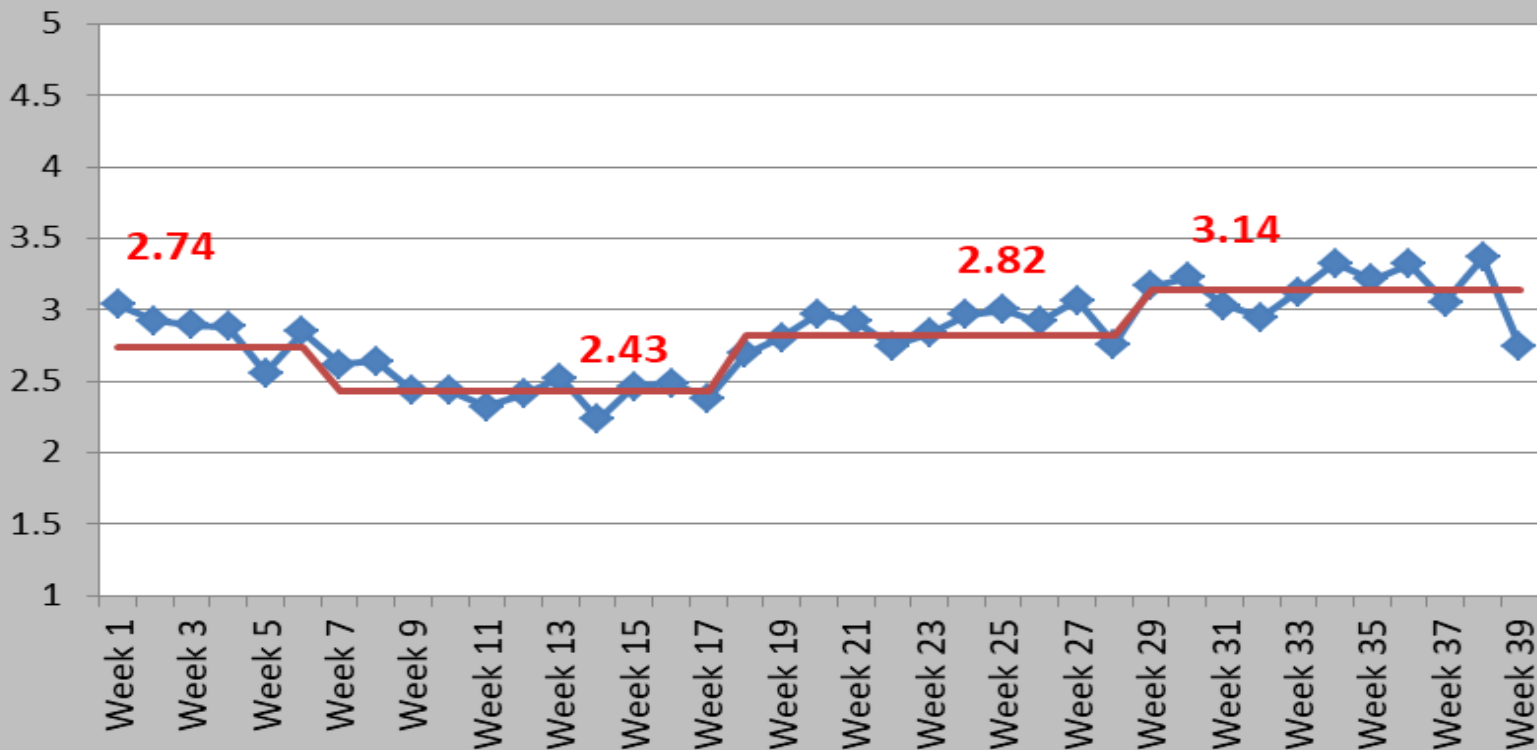
1 = never, 2 = rarely, 3 = sometimes, 4 = usually, 5 = always)
we want it to be 1



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6 positive statements

1 = never, 2 = rarely, 3 = sometimes, 4 = usually, 5 = always) we want it to be 5



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Change ideas:

- ▣ Shared lunches
- ▣ Birthday cards
- ▣ Team meeting chaired by different teams
- ▣ Yoga for staff
- ▣ Social events (quiz night, after work get together)
- ▣ Away day (fun)
- ▣ Christmas and summer party

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- ▣ Step up drop in clinics (for individual therapy)
- ▣ New step up waiting for decision on IAPTUS
- ▣ Working from home (flexible working for LI)
- ▣ Occupational Developmental lead- Tanya
- ▣ Line Management form and format changing- in process
- ▣ HR Drop in slots
- ▣ Feedback Form- for systemic issues
- ▣ Improve communication- in process

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- ▣ Positive feedback note in team meeting
- ▣ PEQ feedback printed in our kitchen
- ▣ "Well done" notes re PEQ feedback
- ▣ Improve our environment ('library')

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Our QI work continues....

Any questions?

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Thank You