



Commercial Development Directorate – Enjoying Work Project

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Life QI Code: 122627

Gathering Data thoroughly helped narrow in on the issues in the team, causing discussion, acknowledgement, and even a conversation with our Director and Sponsor – an opportunity that would be much harder to do without this project!

Aim

To improve enjoyment at work in the Commercial Development Directorate in order to have positive effects on productivity, job satisfaction, wellbeing, and anything else that could be positively influenced by an individual enjoying their work life.

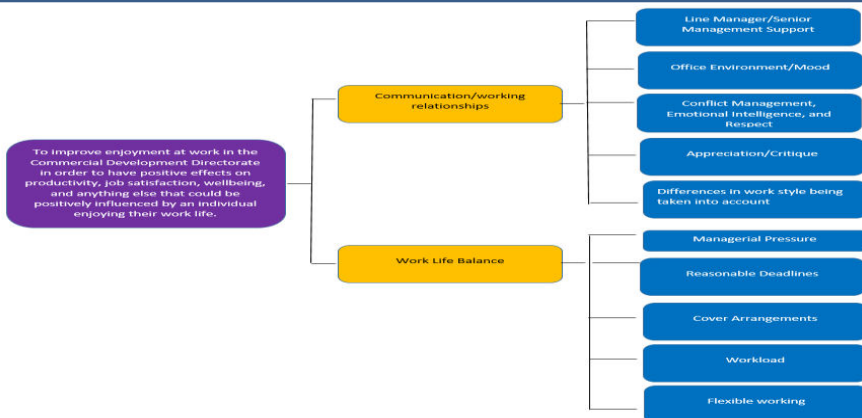
How did you involve service users and carers in this work?

We did not involve service users in this project, as our work does not directly involve service users, and the target of this project is the team itself. However, our work does indirectly affect service users, so by improving enjoyment for our team, we believe this will have positive affects on our productivity and the quality of the work we do. In addition part of improving enjoyment is improving our efficiency and processes.

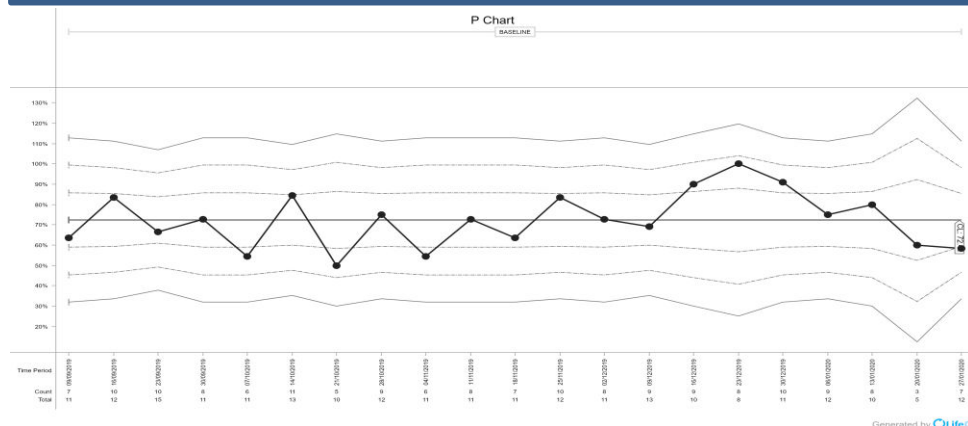
Tests of Change

- CDD Charter – we developed a document that summarises our promises in regard to how we treat one another, with references so we can raise when this has not happened as agreed
- Capacity Review – we have been discussing how we could restructure the team/increase capacity to reduce the burden of the current workload
- We have Protected time for when undisturbed work is required
- We have regular huddles between the relevant teams to increase communication and awareness
- We have monthly lunch and evening socials
- We have a digital gratitude box to ensure team members are acknowledged for their support/hard work

Driver diagram



Data



Learning and what next?

We have learned a lot about the core issues that affect the happiness of our team, as well as our efficiency as a team. It can be challenging combining the needs of four different teams (which is what our directorate consists of) with different needs, however we learned that not all issues affect all teams equally, and it is ok to have change ideas adopted by only some of the teams, based on individual need. Changes have started to happen as a result of our work, and as long as we ensure that the issues and problems are kept sight of, we will continue to see changes and improvements. There is still more work to be done, so the Enjoying Work Project will continue until we reach a stage where it becomes more about quality control. We would however consider other projects, such as improving processes/efficiency, as this may have an equally important impact on improving things for our directorate.



Tell us your story in a nutshell

Through our Enjoying Work Project we have achieved painting a clear picture of the current issues in the team, which mostly relate to capacity & work/life balance, and communication & working relationships. We went into detail and separated issues by team via a deep dive to ensure that everything was covered. By putting in a lot of working during the research stage of the project we ensured that issues are kept in sight and in discussion, and that we are constantly working towards quick wins and change ideas. One notable achievement was meeting with our Director (who is also our sponsor) and providing anonymous collaborative feedback on all the issues we felt he could assist with/influence. As a result a Charter was created which summarises our promise to each other in how we treat each other. The charter is one page long and has references, and if it is felt a section is not being followed we have a way of adding the reference to our digital anonymous suggestion box so we can measure what issues are still happening and their frequency. We have also maintained monthly socials, suggested 1-2-1 lunches that are randomised to help the team get to know one another, and display a digital gratitude box for "thank you" messages to each other. This process has helped us to become more transparent as a team, and has encouraged the approach of constantly monitoring our issues so that we can improve. Ultimately a happier team increases the chance for staff retention, motivation, and productivity, which in the long run positively affects service users through the work we contribute to. Our next step will be to continue with this project for as long as necessary, so that we can continue to improve and addresses the issues highlighted. If we get to a stage where we feel that we have achieved our aim we will move onto Quality Control, or perhaps a project that is specifically for improving our efficiency and processes!

Any additional team or project photos?



Paste them into a slide and we will share them with your project story!

Please return your completed poster to elft.qi@nhs.net