Enjoyment at Work – CHN Admin
Leads: Oluwakemi, Francis, Jasmin, Saquib, Helen

NHS East London NHS Foundation Trust

Aim: To build better Communication within the Admin SPA Team and to improve relationships with the clinical staff to make the workplace fun and enjoyable enhancing staff wellbeing by March 2020.

Why we signed up for enjoying work

The SPA Admin service runs a busy call centre which can be stressful. We needed to do fun stuff to boost morale and identify how we can improve working relationships by understanding the needs of those around us by taking into consideration the different work needs and stresses of different roles.

Challenges & Successes

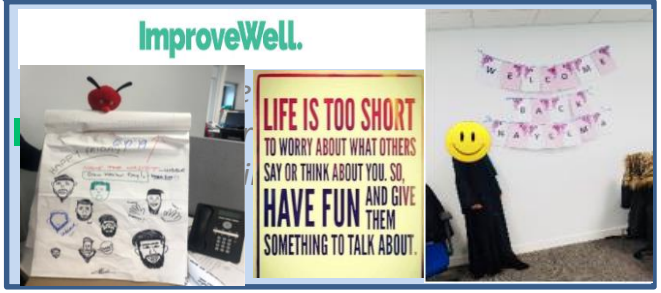
Challenges

- Admin staff forgetting to complete surveys
- Change in our QI coach and not being able to meet.
- Project Team unable to meet regularly due to conflict in availability
- Managers not completing surveys
- Improve Well App was not working for few weeks therefore unable to complete surveys
- Having time to concentrate on QI
- Shortage of staff and having to cover
- PDSA / Run charts ?
- Problems in the team
- QI seen as a negative

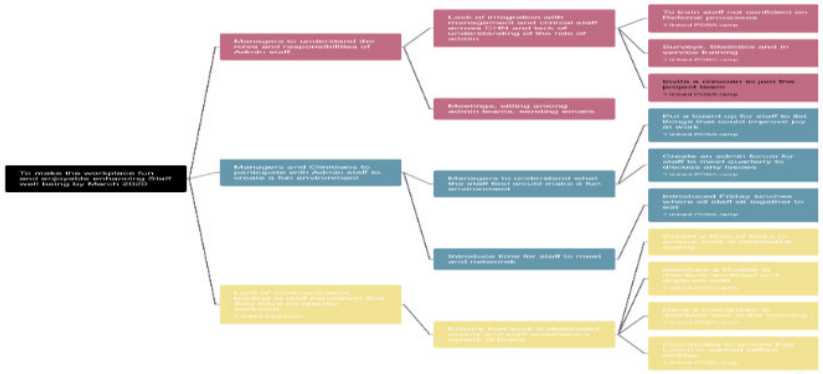
Successes

- Was able to identify the a positive influencer
- Having the white board enabled admin to play educational games as a group. Games which involved practicing mental arithmetic's, Creative writing, drawing competitions and as well as individuals using the board to note their goals for the future etc
- Through QI and promoting 'enjoying work', we noticed, management have reduced complaints towards admin staff
- Change idea was implemented allowing admin staff to gain leadership skills
- Project Team learnt what NOT to do
- Regular Admin Open Forum

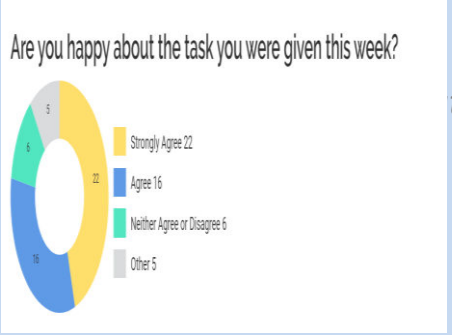
Tests of Change

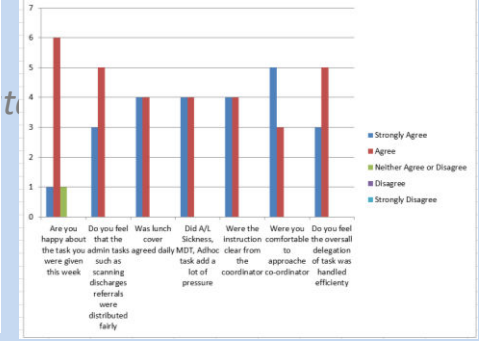


Driver diagram



Data





Learning and what next?

From doing the Enjoying Work QI project, we learnt it has given staff the confidence to be more open and voice their ideas and concerns on how we could improve service and staff well being.

To share our findings across all of CHN admin and promote enjoying work by working hard, having fun and making a difference to for our service users.