



# Improving Enjoyment at Work (QI Team)

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**NHS**  
East London  
NHS Foundation Trust

## Aim

To increase enjoyment at work by 10% by 1st July 2018

## Why is it important to our customers?

As the core QI team, we have an important role in helping services improve the care they provide. Hence making it more important to add an element of joy in what we do!

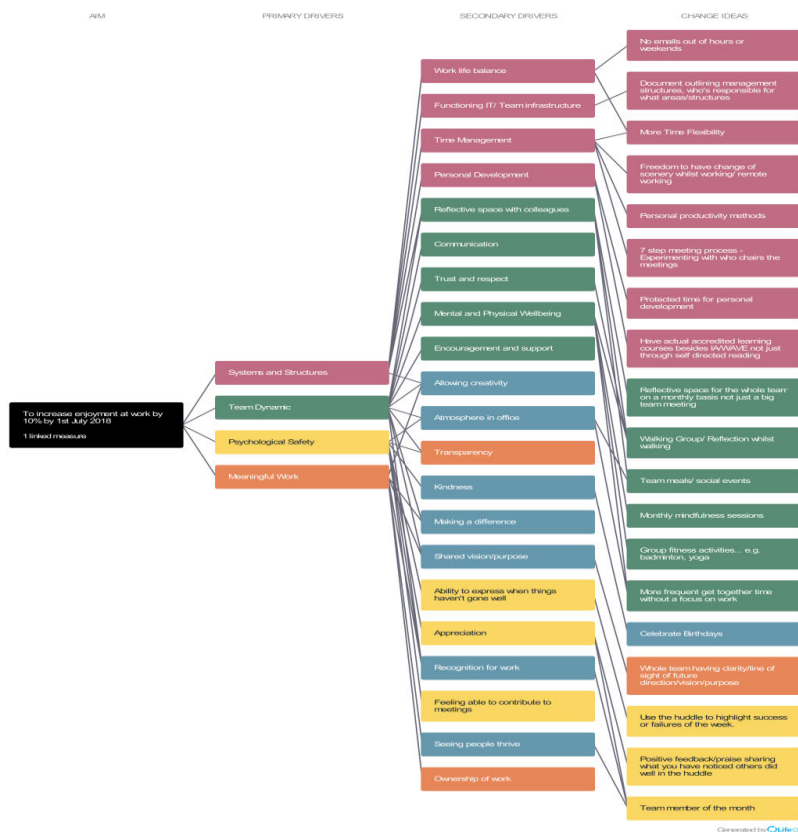
## Tests of Change

1. Working away from the office once a week.
2. No emails out of office hours.
3. Seven Step meeting process.
4. Team Tech wizard.
5. Clarifying team management structures.
6. Appreciation box,
7. employee of the month.
8. Team lunch
9. Walk and Talk group
10. Running club.
11. Mindfulness.

## Driver diagram

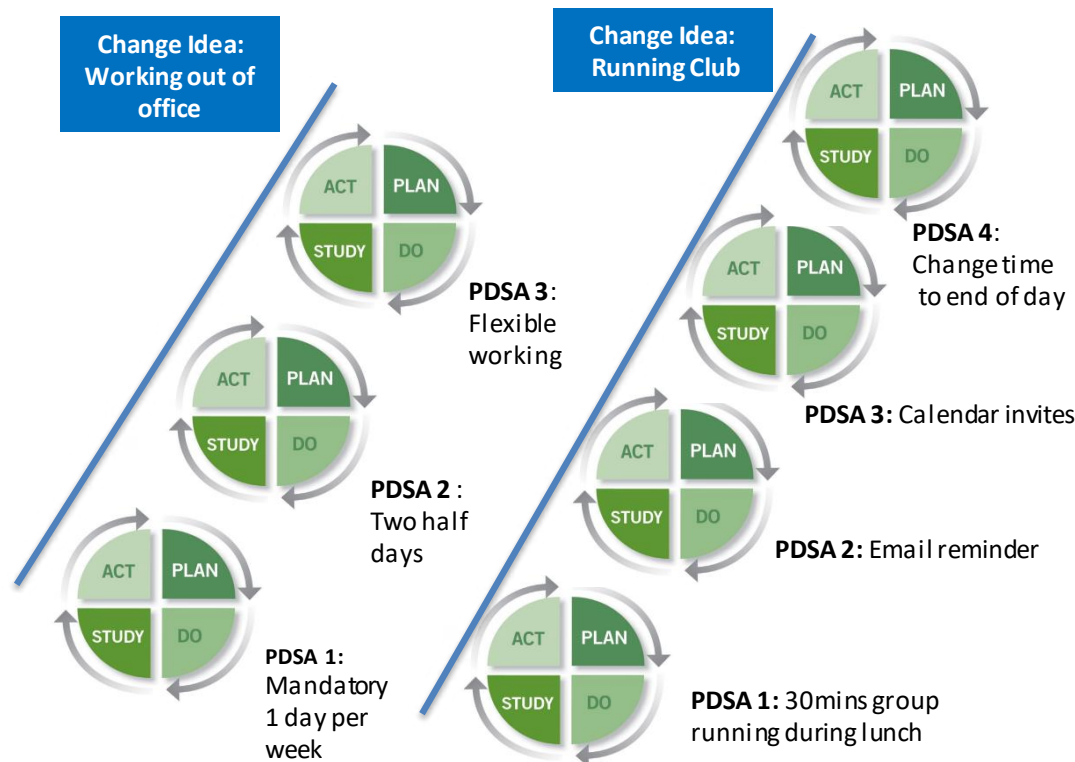
Project ID# 105547

Achieved a project score of 3.5



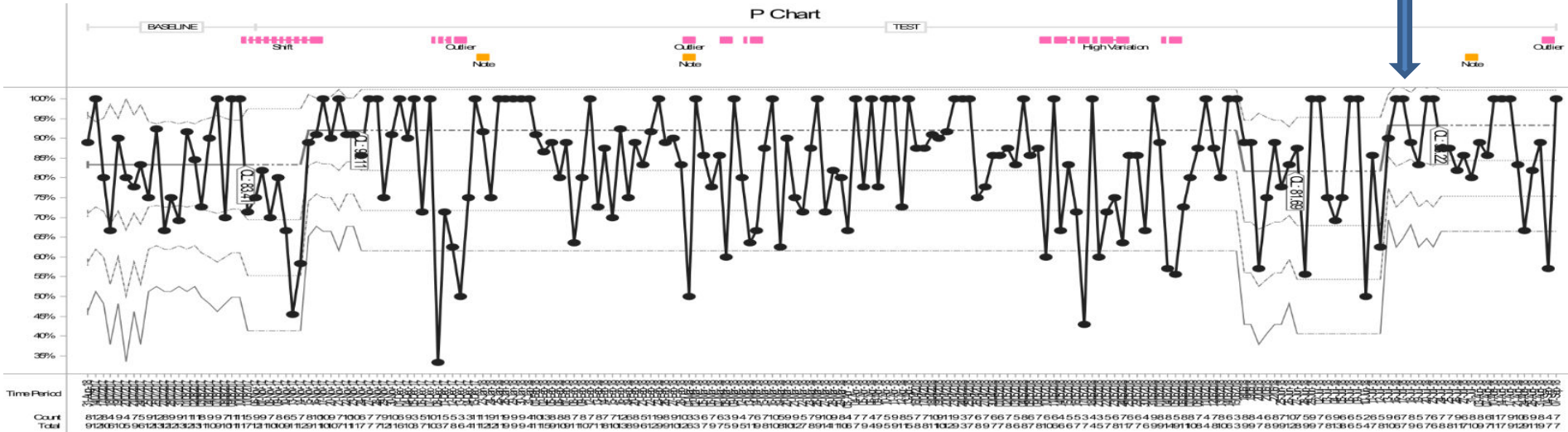
## Change Idea: Working out of office

## Change Idea: Running Club



## Results

10% increase from baseline



## Key Learning

- Survey responses via the Improve Well app improved over time due to improved team engagement
- Initially we did not know if our team would be able to show improvements as we started with a high baseline for the 'good day measure'. We found that as the project progressed, team members were more willing to open up and share both experiences and ideas.
- Team members liked being updated regularly on change ideas and progress as this demonstrated that things were being acted upon.
- Transparency is vital when working on Enjoying work, and we found that huddling around our Kanban board helped make the project more meaningful.
- We found that the greatest asset is the commitment to working as a team to continuously improve enjoyment at work, rather than just a unique set of change ideas. We have therefore implemented some of the key enjoying work processes (continued use of Improve Well app, enjoying work working group) rather than just focusing solely on implementing successful change ideas.

