



BRINGING THE TEAM TOGETHER, FEELING APPRECIATED, GETTING TO KNOW AND RESPECTING EACH OTHER

- Improve systems of feedback within the Team recognising doing a good job and supporting each other, including raising the profile and perception of teams within the department and organisation.
- Improving the current working environment .

*resulting in positive outcomes for staff,
improving staff, pulse and local team surveys by
20% September 2020.*

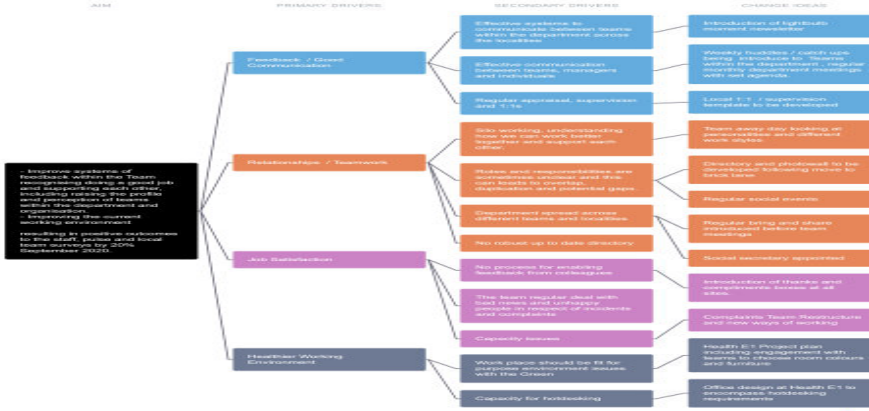
How did you involve service users and carers in this work?

We strongly encouraged an open membership to the project team to accommodate the number of staff working offsite and at different locations. We were very lucky to have a people participation lead working within the Complaints Team and who has now joined the group providing a different prospective.

What we implemented !

- *Introduction of the Thanks and Compliments boxes at all sites*
- *Social events / Social Secretary !*
- *Quote of the day*
- *Team newsletter*
- *Health E1 Project*
- *Regular Team meetings and bring and share*

Driver diagram



Data



Learning and what next?

The Team have struggled with the good day measure despite all efforts to remind staff to complete so we are developing a local short survey to be undertaken March 2020 and then this will be repeated monthly until September 2020. Retention of staff has remained constant and morale has improved. The Department is very much looking forward to the office move to Health E1 ! The team has a range of change ideas to test and potentially implement ,including a review of our local non clinical supervision and 1:1 process to support feedback.



Tell us your story in a nutshell



NHS
East London
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We are a large department, separated into 4 very different key workstreams based across East London, Luton and Bedfordshire including incidents, complaints, health and safety, security and risk management and Datix which is a challenge in itself. The department deals with some very difficult issues on a daily basis including serious incidents, complaints, health and safety investigations and reports; responding to and helping service users, carers, families and staff. Historically retention of staff has been an issue and staff survey results have identified low results relating to feedback and communication.

The project team have identified and implemented a range of actions and these have been particularly successful where food is involved including social events, meals out, and bring and share! We have also introduced Thanks and Compliments boxes at all our sites which provides an opportunity to thank our colleagues for going that extra mile, these are read out at our monthly department meeting. A monthly newsletter has also been developed "lightbulb moments".

As a result we have all to go to know each other better outside the work place and understand our different personalities and how this may affect the way in which we all work together. With the introduction of the Thanks and Compliments boxes staff feel more valued and are able to show and share their appreciation for others.

The project is still very much in progress and we will continue to meet and re-evaluate our position. The team is very much looking forward to the Health E1 move.



our project story!

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