



NHS

Executive Walkaround Process

**East London
NHS Foundation Trust**

Executive Walkaround Visits will be allocated and planned in quarterly blocks:

- Block A: July - September
- Block B: October - December
- Block C: January - March
- Block D: April - June

Step 1. QA sends email requests to EAs for ED availability for blocks 3 months in advance.

For example, availability for Block B (Oct-Dec) to be provided in July.

Step 2. Community teams are contacted as they commonly require more planning to ensure team members will be on site. They are provided with 3-4 dates to choose from. Teams are given 1 week to get back with suggested date.

Once confirmed QA sends a calendar invite email.



Cancellations:
EAs will reschedule any visits that are cancelled by request of the EDs
QA will reschedule any visits that are cancelled by request of the service.

Step 3. Remaining teams in the block are allocated by QA and a calendar invite email is sent.

Step 4. QA will send monthly summary reminder emails to directorates, team leads and EDs (EAs and Amar Shah CC'd) 2 weeks prior to the upcoming month.

Step 6. QA completes a monthly summary report by the 5th of the month.

Step 5. Visits undertaken by the EDs and online feedback form completed.

Timestamp	Exec members in attendance	Team visited	Team members in attendance	What are you really proud of as a team?	What gets in the way of you enjoying your day at work? (lead in to operational issues)
30/10/2017 15:47:39	Amar S			Good team that works well together and supports each other. Like the autonomy provided. Good to be part of an evolving service, but some frustration with constant change in the service. Positive feedback from GPs - the team feels valued. Have felt involved in redesigning the new care planning process. Nurse prescribing has	Major bugbear is IT - WiFi patchy in team building (Vivienne Cohen house). Using EAMS for clinical notes and RIG to document contacts leads to duplication. Team relies on remote access in primary care to access RDO, but it
03/11/2017 17:39:37	Paul C				
03/11/2017 18:12:42	Paul C				

Exec Walkaround template

Standard intro: These Executive Walkarounds are a chance for us to share the things that you're really proud of, the things that stop you from sharing ideas on how we might do things differently. We've come to feel free to be as open as you feel appropriate. The topics that are clinical and service director, but not attributed to any particular individual.

*** Required**

Exec members in attendance *

Your answer

Team visited *

Dear Colleagues,

To support our Trust's mission of improving quality of life for our patients, our Executive Director meet with teams every week to hear about what's working well, what's not working well and what we can do to improve.

These visits usually last an hour and are a great opportunity for you to share your views and provide feedback on your service.

The table below provides you with details of visits booked for the next 4 weeks. The table includes names of the visiting Executive Director.

Service	Executive Director	Contact	Day	Time	Location
Cedar House	Paul Calaminus	Grace Njoroge and Tracy Tshibit	Friday		
Fountains Court	Paul Calaminus	Francis Ndoye & Caroline Headland	Friday		
The Coppice	Paul Calaminus	Sharon Grant & Jeremy Jones	Friday	28-Jun-19 16.45-17.00	The Coppice, 2 The Glade, Bromham MK43 8HJ

Please don't hesitate to get in touch if you have any questions regarding your scheduled visits.

Many thanks and best wishes,