

Waste Reduction

ELFT Value

Financial Viability
Programme



We care
We respect
We are inclusive

Improving Value & Reducing Waste

Mission
What is our
role in society

Strategic Outcomes
What are the biggest factors that
will help us achieve our mission?

Specific Objectives
What do we need to work on, for each of our strategic outcomes, to achieve our mission?

To improve
the quality
of life for all
we serve

Improved
population health

- Prioritise children and young people's emotional, physical, social and learning development
- Support service users, carers and the communities we serve to develop skills & good quality employment
- Support service users, carers and the communities we serve to achieve a healthy and sustainable life
- Contribute to the creation of healthy and sustainable places, including taking account of the environment
- Champion social justice, and fully commit to tackling racism and other forms of discrimination
- Prioritise prevention and early detection of illness in disadvantaged groups

Improved
experience of care

- Address inequalities in experience, access and outcomes in our services
- Deliver on our commitment to integrated care, including multidisciplinary teams
- Get the basics right through reducing waiting times and increasing access to services
- Continue to build our approach to coproduction, people participation and programme co-design
- Build on the innovation that we saw during the pandemic to transform and improve our services
- Strengthening our ability to adapt and remain flexible and resilient to future challenges

Improved staff
experience

- Develop and embed trauma-informed approaches into clinical practice and in our services
- Prioritise quality of care and develop our patient safety approach, applying quality standards
- Enhance our digital and data infrastructure so it works effectively in service of our patients
- Get the basics right through supporting our staff and teams to thrive and be happy
- Develop and grow our workforce, offering lifelong learning, professional development and exciting opportunities for staff, service users, carers and local communities

Improved value

- Extend the financial viability programme, engaging all in reducing waste, improving sustainability
- Work collaboratively across the system with our partners to improve value and reduce waste



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Tackling the waste in Trust systems and processes (freeing up money and time) can allow more effective allocation of resources to areas where we can have a real impact on the health and wellbeing of our service users and staff



Financial Viability, Value & Waste

- Waste is anything which does not add value to a process, service or experience (for service users, staff and those we serve)
- Clinical services, supporting structures and processes evolve organically over time; priorities change. This results in some inefficiency/waste
- Our processes often involve duplication, errors, unnecessary steps
- Removing waste from processes can free up staff time for better use, improve speed and quality of services and reduce costs



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8 Wastes Tool: DOWNTIME

Unnecessary processes / operations traditionally accepted as necessary

E

Waste related to costs for errors / defects in materials / processes; complaints / repairs

D

Unnecessary movement of people; between rooms, buildings, sites

M

Producing something at the wrong time or in unnecessary amounts

O

Excessive supplies / materials / info for any length of time (having more on hand than needed)

I

Waiting for people or services to be delivered (time when people / processes / equipment idle)

W

Unnecessary conveying, transferring, picking up, setting down, piling up of items

T

Untapped potential of staff; skills, abilities, experiences and knowledge they possess which are not utilised

N



8 Wastes In Practice

D	Defects	Medication errors Wrong service user Holding incorrect personal details of service users
O	Overproduction	Multiple forms/letters with the same information Keeping appointment slots 'just in case' Unnecessary paper documentation/communication Estates space not fully utilised
W	Waiting	Service users waiting for appointments, care visits Delay in service user receiving appointment letter
N	Non-utilised Talent	Insufficient training; not knowing how to use equip effectively Not getting staff feedback; not trusting staff improve processes
T	Transportation	Moving equipment from one area to another Service users travelling for appointments at different locations
I	Inventory	Beds occupied unnecessarily Over- or under-stocked medication & ward sundries
M	Motion	Searching for patients, charts, medication
E	Extra Processing	Performing unnecessary tests, excessive paperwork

Where is the Waste? Service Users

Think about the 8 wastes and some of the areas where service users have contact with the Trust:

**Letters, Calls &
Communication**

**Getting Hold of
Information**

**Treatment &
Medication**

**Virtual / Digital or
Paper / Face to Face**

**Travel, Transport
& Access**

**Referrals &
Appointments**

Where is the Waste? Staff

Think about the 8 wastes and some of the different areas of the Trust that impact on you day to day:

Processes

**Meetings &
Appointments**

Communication

**Equipment &
Supplies**

Systems

**Buildings &
Facilities**

**Travel &
Transport**

Information