

Welcome!

- Please sit together as a project team
- A maximum of 3 project teams around each table



WELCOME



Nominate your griot!

- For your project team please nominate the person who will tell the story of your project.



[Image of a griot from Wikipedia](#)



- Choose the format for how you will share your story



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ENJOYING WORK PROJECT STORY

QI Project: Enjoying Work

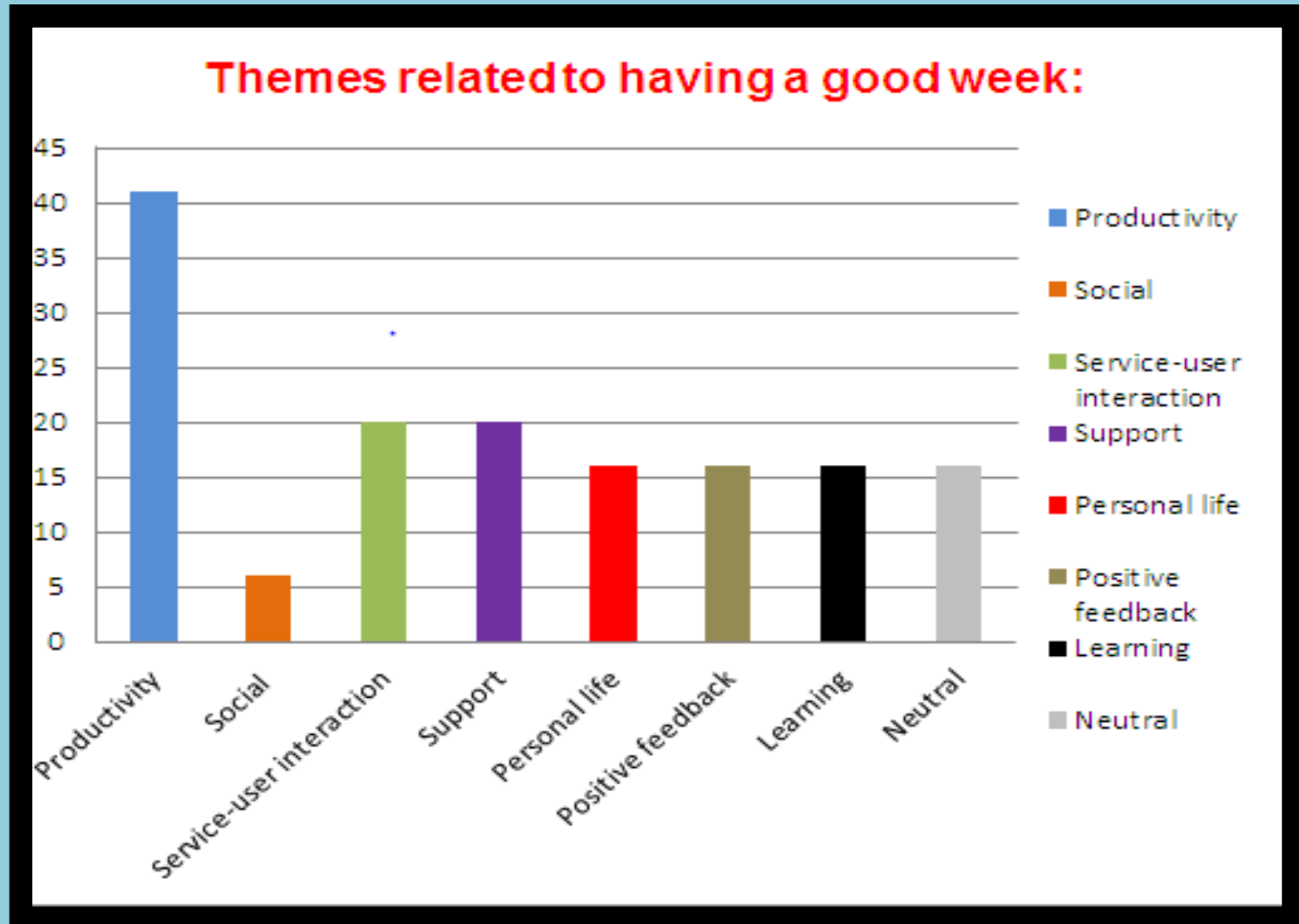


What did we set out to achieve?

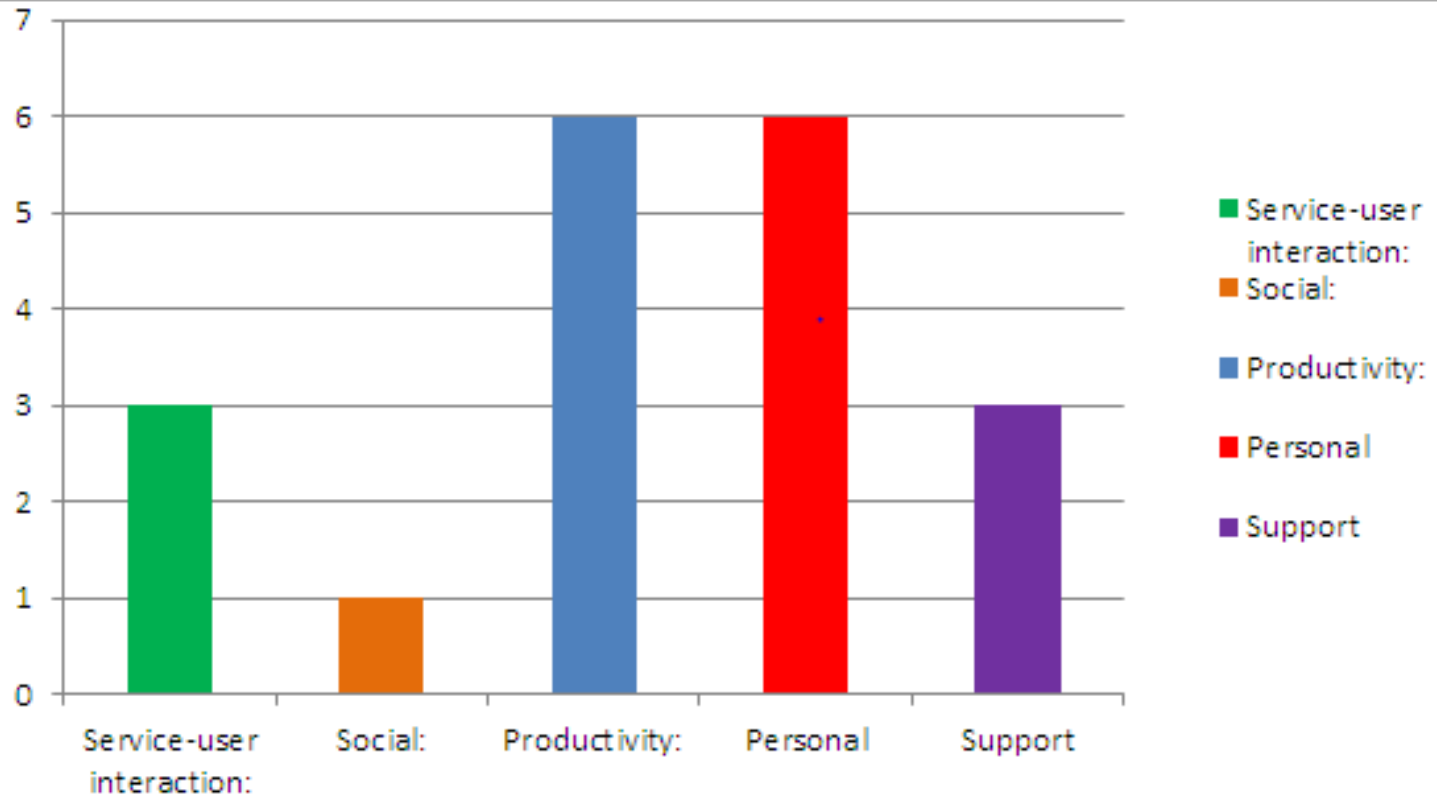
'To increase the number of good weeks reported by staff by 10% over a period of 6 months'

- Enjoyment or wellbeing?.. Or both?
- What did it actually **mean** to feel good at work? (we had lots of philosophical conversations with the team about this!).
- Our understanding and focus shifted throughout

What makes for a good/bad week?



Themes related to having a bad week:



Initial Change Ideas



Plants



Bake-off



Running
Group



Cinema group



Achievement slot
in supervision



Thank yous in
clinical meeting



Chill out
room



De-clutter –
one-hit wonder

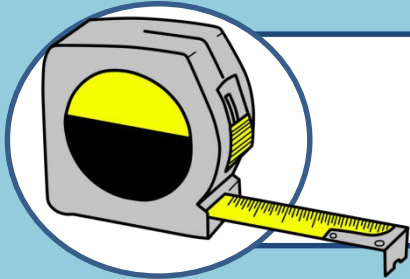
Further change ideas, as the project progressed...

- Flexible working – Compressed working hours
- Additional Laptops
- Changing the role of the Band 5 OT
- Change of clozapine clinic hours
- Quiet spaces to do work
- Regular mindfulness sessions (once a week).
- New computers and new printer
- Questionnaire about feeling valued

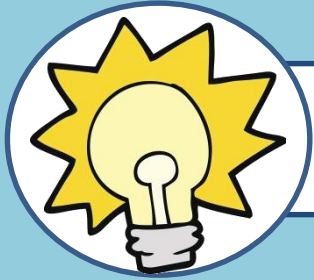
How did we gather our data?



GDM Improve well App



Good Week Measure – is Yes/No helpful? Do people feel they can be honest about how they feel?



Change Ideas on GWM



Surveys (feeling valued/evaluating change ideas/focus groups)

What Do You Think of This?

< Back
.....

How are you feeling today?



On the edge

We feel overwhelmed
and out of control.



On a good day

Our motivation and
energy feels easy to
find.

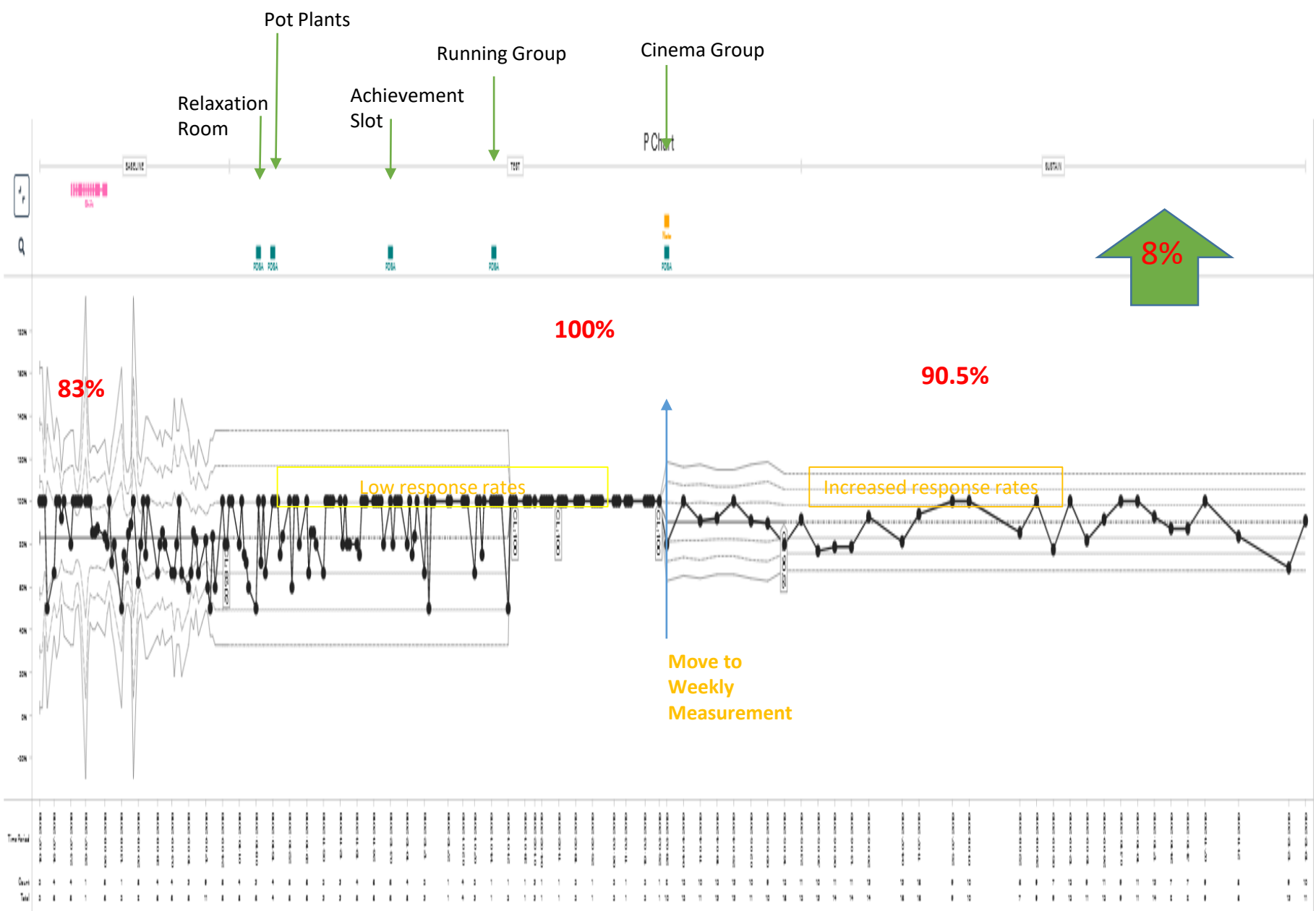


On go slow

We feel disengaged
and struggled to find
the energy to fulfil our
responsibilities.

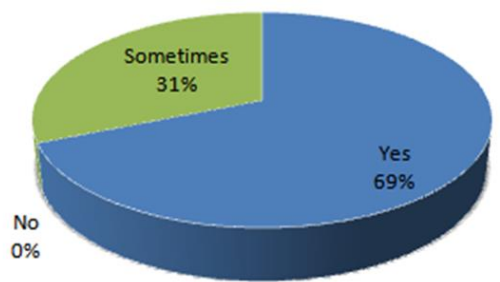
Focus Groups

- Clozapine Clinic: Questionnaires and focus group meetings.
- Foulden Road Independence Road: Questionnaires and focus group meeting.

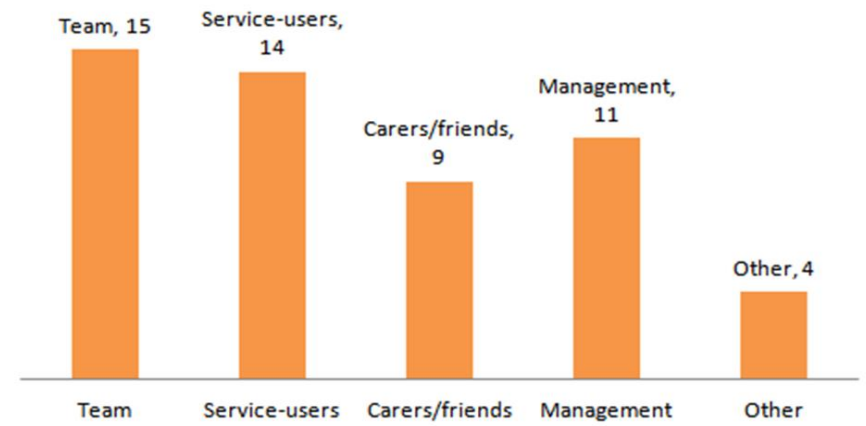


Results from 'Feeling Valued' questionnaire

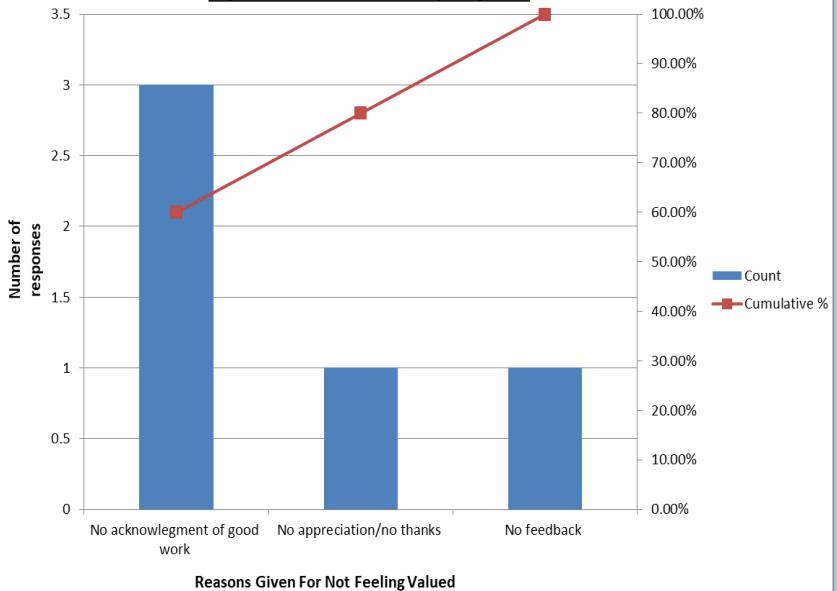
Percentage of staff who reported feeling valued



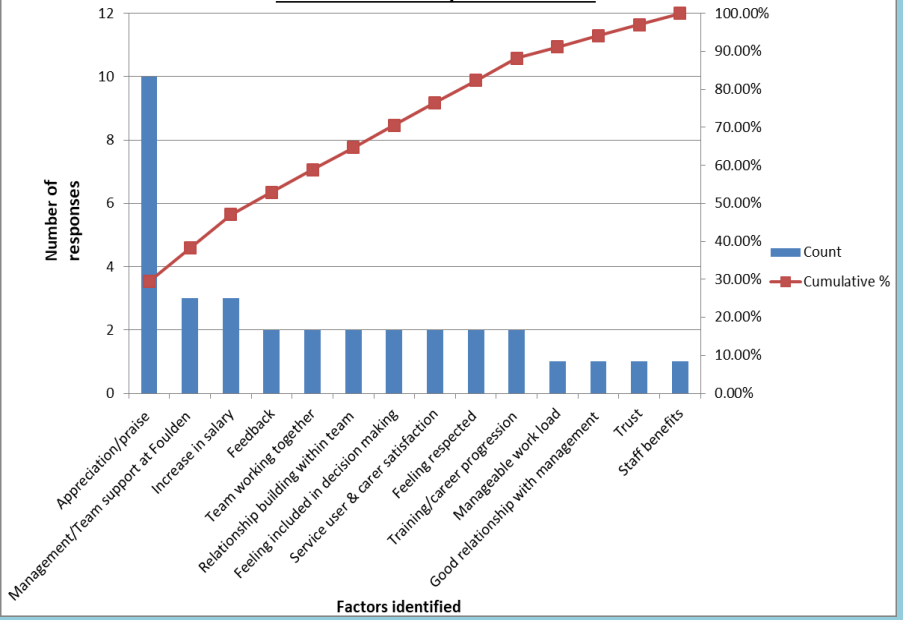
Who do staff feel valued by?



If you have not felt valued, why not?



What would make you feel valued?



Feeling Valued

- Questionnaire was repeated 6 months later and saw increase from 69% to 76% in staff reporting that they felt valued at work (7%).

Team Feedback

Do you feel the wellbeing project has had an impact on your enjoyment/wellbeing at work? If so, in what way?

- ‘Yes – as a manager it gave me opportunity to reflect on how to support wellbeing of team and know what people feel is important and that some people not feeling valued.’
- ‘Just that project has happened made me feel more valued’
- ‘Knowing the team want to support the project and that it’s a priority, makes us feel valued’
- ‘It made me think consciously about my wellbeing at work’

Team Feedback

Are there any areas you feel the team still need to address or give more attention to?

- ‘Violence and abuse at work from patients still needs addressing’. This was in relation to the service taking over care of more service-users previously under AOS team. Less relevant at the start of the project than currently.
- Would trauma-informed care training be helpful to staff in understanding complex cases?

Team Feedback

How do we ensure a continued focus on staff wellbeing, following the close of the project?

- Continue with thankyou's!
- Look at feedback for NHS staff survey
- Pulse survey every 3 months?
- Sustaining the conversation, check in with staff around feeling valued, keeping 'wellbeing' as item on our team meeting agenda

Team Feedback

Which ideas that we have trialled so far, should we implementing as business as usual?

- Office Decluttering
- Mindfulness
- Running Group (or Walking)
- Achievements (Supervision)
- Thank You slot
- 'Keep extracurricular activities available for those that can and want to attend.'

Implementation

- Pulse survey every 3 months to monitor well-being.
- ‘Wellbeing’ is now a regular section in the business meeting (once a month).
- Amendment to the Service’s mission statement.
- Clozapine Clinic extended to 4 days a week to ease pressure on staff.
- Changes to band 5 OT role and group program at FRIP

Advice for others

- Share responsibilities across the team and find team time.
- Tap into creativity of the team, welcome all ideas
- Play around with ideas for data collection, find something that works for you
- Be prepared to respond to what comes up, it might not be what you expect
- Try to not let the project fizzle out
- Not an easy journey but one worth taking! Stick with it!

Thank you for listening.

Any questions?





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LEARNING CIRCLES

Learning circles: Round 1

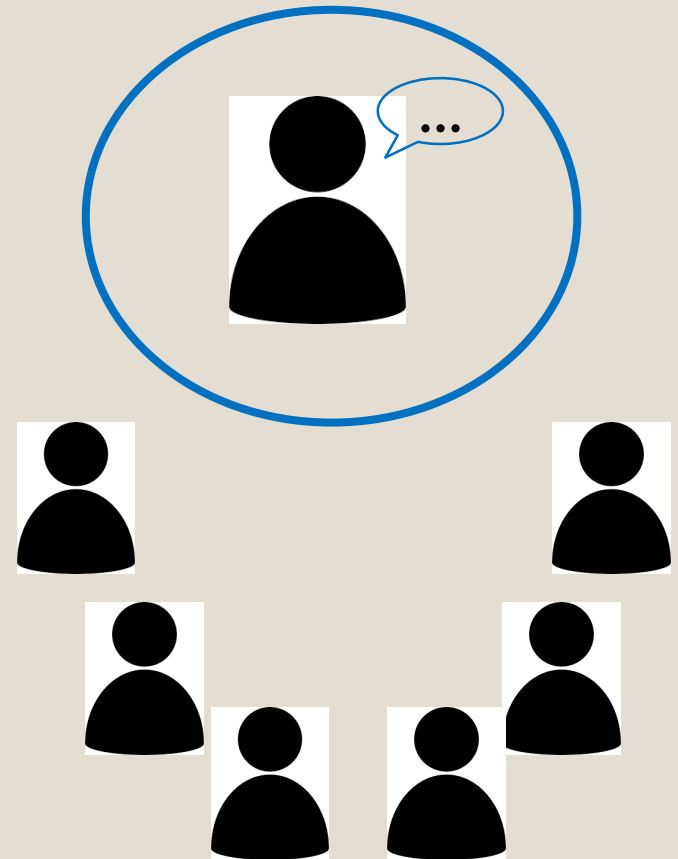
Teams share their presentations in small groups:

- 3 teams per group
- Each team gets 5 minutes to present while the rest listen.
- Rotate...
- 5 minutes at the end to discuss as a group what you heard

Team 1

5 min

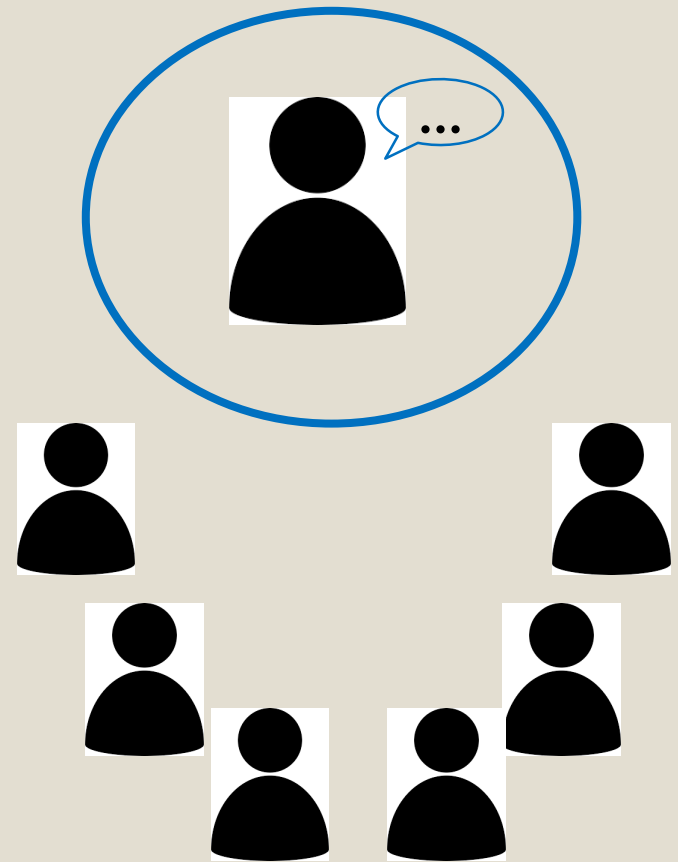
Team presents
project story while
the rest listen



Team 2

5 min

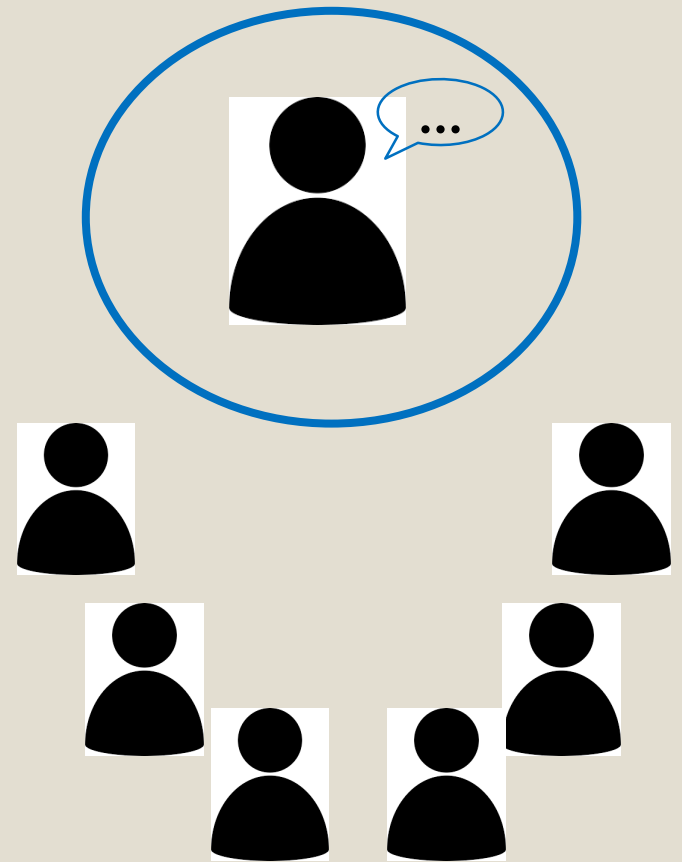
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Team 3

5 min

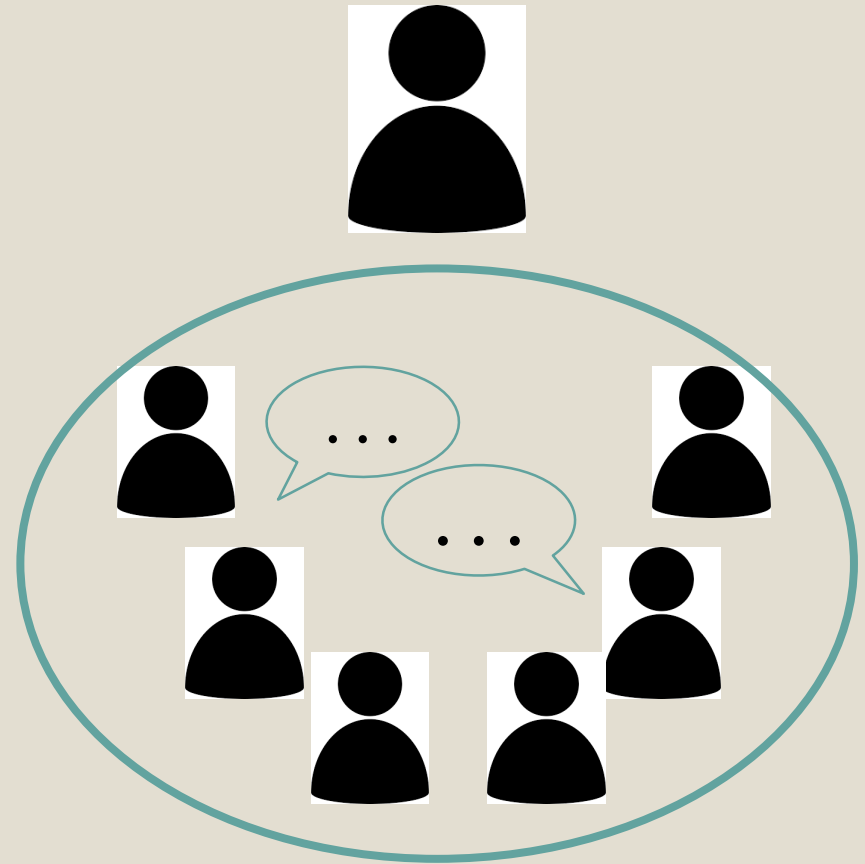
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Group

5 min

Discuss as a group
what you heard
from each others
project stories



Learning circles: Round 2

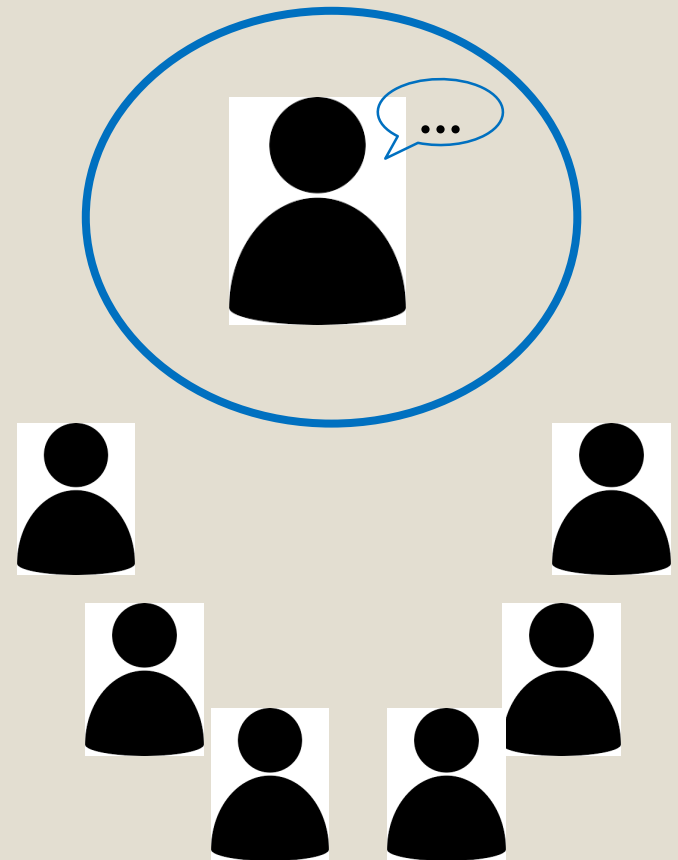
Time to swap groups:

- 2 teams on each table please stand up
- Each move to 2 different tables in the room

Team 1

5 min

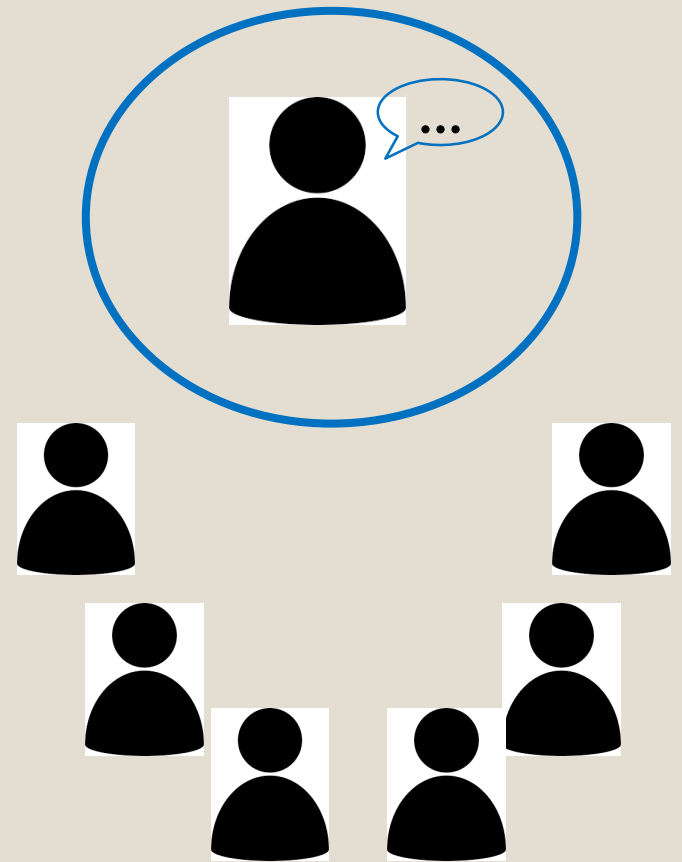
Team presents
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Team 2

5 min

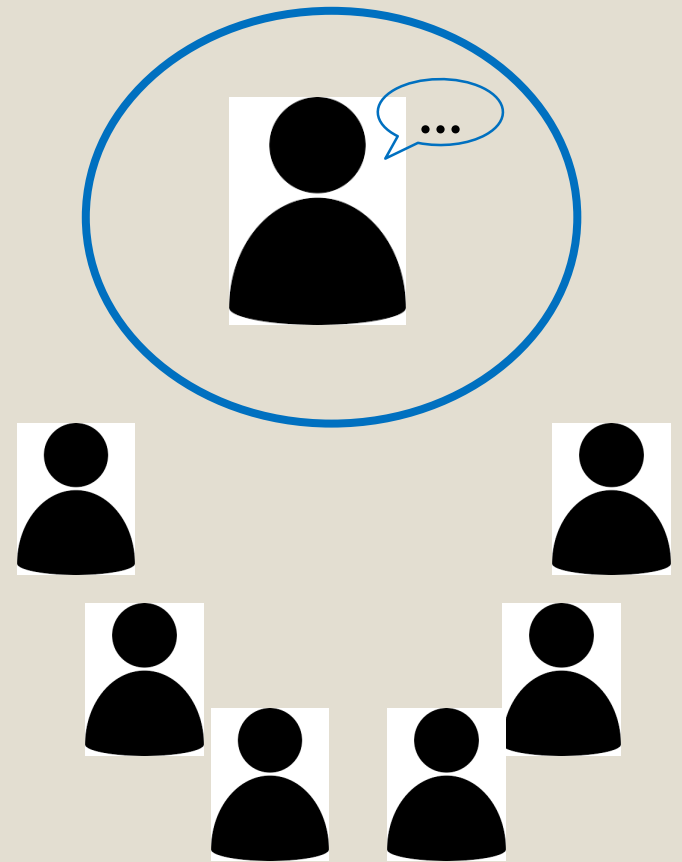
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Team 3

5 min

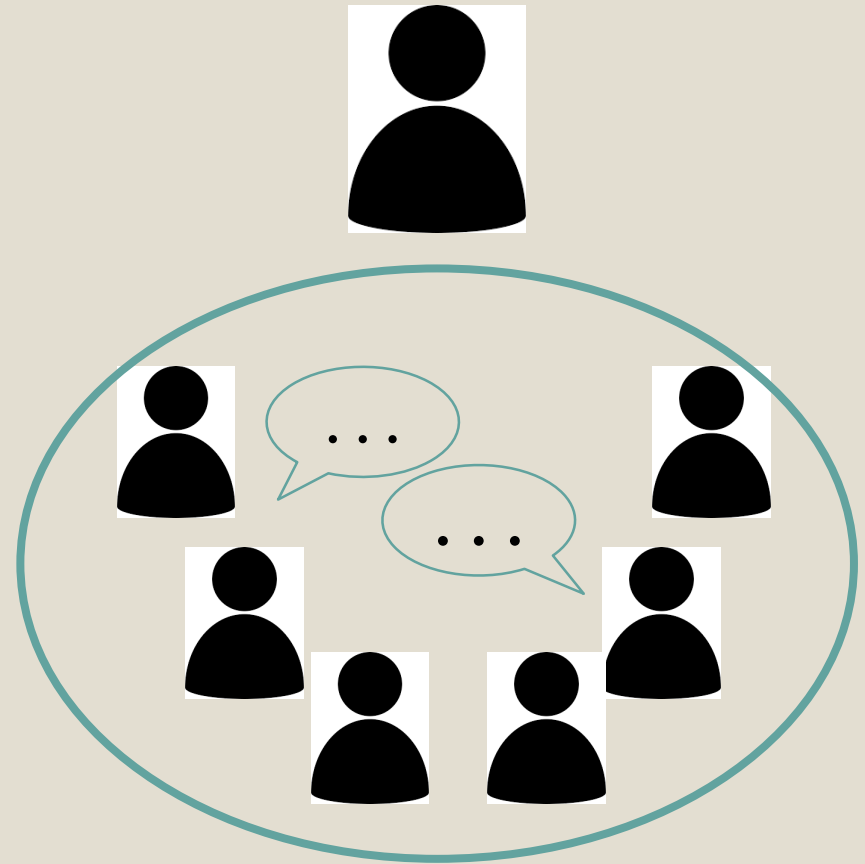
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5 min

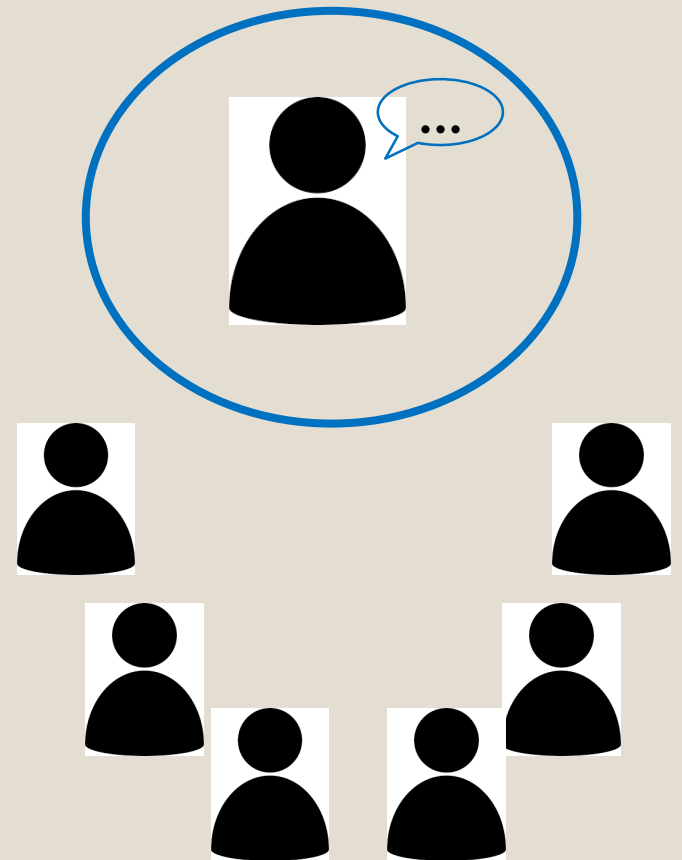
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Team 1

5 min

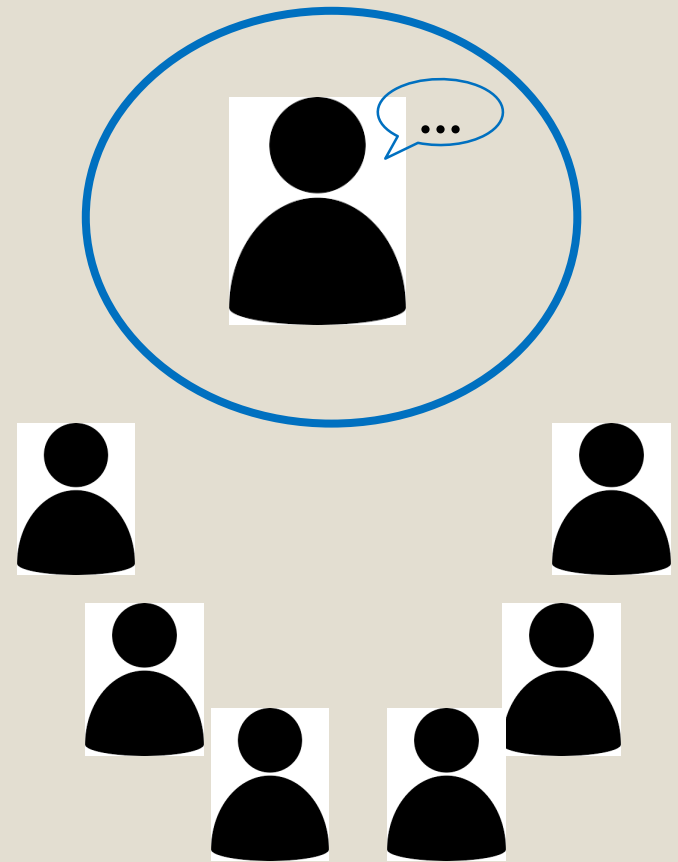
Team presents
project story while
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Team 2

5 min

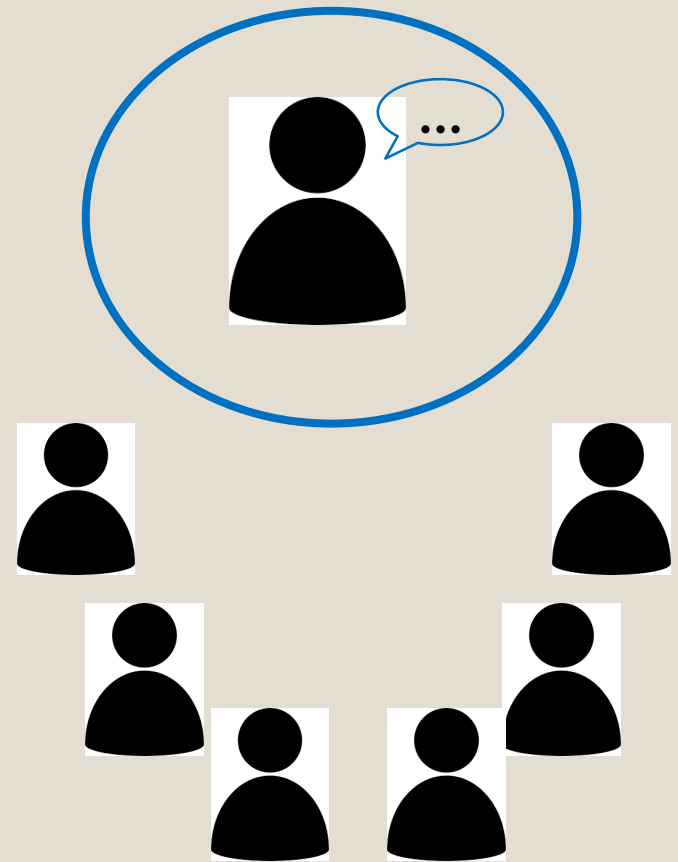
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Team 3

5 min

Team presents
project story while
the rest listen





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LEARNING CIRCLES REPORT OUT

1. What stood out to you from the experiences you heard in your groups?

2. What did you hear that you would like to go away and try?

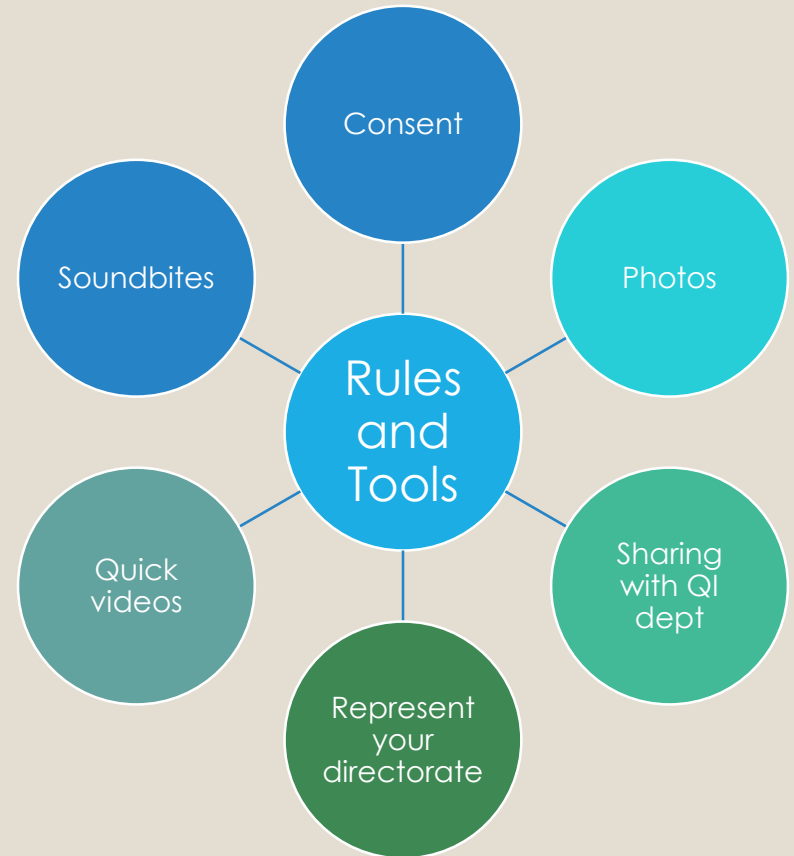
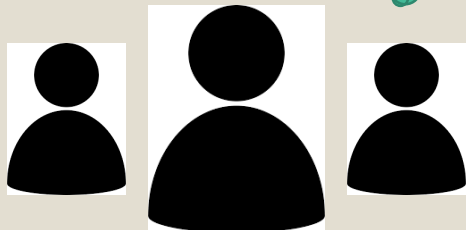


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STORY SHARING

Share your story in the next 15 minutes!





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CLOSING REMARKS



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LAST THING...

Last set of Tasks:

- Pulse survey – Closes on 20th March

PICTURES AND GIFTS!

