



# Restoring Joy in Work for the Bedfordshire & Luton Senior Psychological Therapies Team

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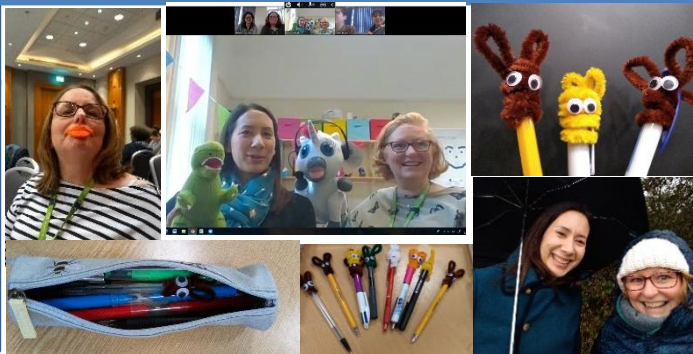


Life QI Code: 123309

## #SpreadingJoy#PositiveGossip#MindfulReflection

### Aim

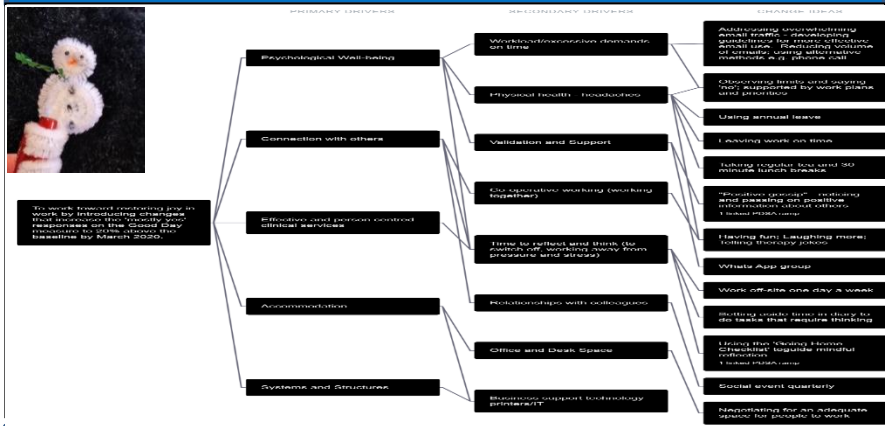
To restore joy in work to develop an engaged, motivated, productive workforce who are committed to delivering high quality care. We aimed to increase the 'mostly yes' responses on the Good Day measure to 20% above the baseline by March 2020.



### Tests of Change

- **'Positive Gossip'**: noticing, passing on and feeding back 'positive gossip' to colleagues;
- **Going Home Checklist**: mindfully reflecting on the day, noticing both difficulties and achievements; engaging in self-validation; checking on colleagues' welfare; and then letting work go.

### Driver diagram



### Data



### Learning and what next?

The QI project has provided a sense of shared purpose and a reason for the Beds & Luton Senior Psychological Therapists, who lead teams based in different geographical locations, to 'connect' using Zoom Video Conferencing and to have some 'fun'! It has also been a reminder of the importance of mindfully reflecting on our own well-being on a daily basis - Physician, heal thyself! The team was surprised to discover that the implementation of two simple change ideas "can result in such a shift". These change ideas, along with QI methodology, are beginning to be informally rolled out to the wider mental health and community service teams with good success. Having valued the experience, the team has opted to continue the project with a view to implementing more change ideas.

# Happy Heart Island - Dogs, Cogs and Dolphins

## Restoring Joy in the Work of Beds & Luton Senior Psychological Therapies Team

The Trust Staff Survey of 2019 painted a picture of low job satisfaction amongst the Psychological Therapies staff, who are geographically dispersed across Bedfordshire and Luton. The 'cogs' no longer felt connected, the joy and love had dissipated, the 'island' was feeling deserted, and supplies were running out! The Senior Psychological Therapies staff ambivalently embarked upon a journey to restore joy in the work of this burned out leadership team, wondering how they would find the time with all the other pressure and demands. Downloading the ImproveWell App enabled the team to easily collect Good Day Measure responses from the outset, providing a useful baseline measurement and a way of monitoring the outcomes of the 'change ideas' that were tested. Word clouds generated by the App showed common themes of 'stress', 'pressure', 'disconnection', and 'lack of time' that helped develop the driver diagram. Prompted by our QI coach, the team used convergent and divergent thinking techniques and a 'pulse survey' to drill down into these words to help inform change ideas. With that work done, an appreciative enquiry provided the time and space to reflect on 'what matters' and what makes a 'good day' at work. Themes of 'time', 'reflection', 'connection', 'collaboration', 'clinical effectiveness', 'efficiency', 'validation', 'kindness', 'laughter', and 'fun' emerged. Numerous change ideas were collaboratively identified and selected using QI methodology, although only two have been implemented thus far – 'positive gossip' and the 'going home checklist'. The data shows that the team has been well engaged with the project (an average response rate of 84.44%), and that there has been a 19.29% increase in the percentage of 'mostly yes' responses on the Good Day Measure since the team started testing change ideas. Isn't that a happy ending? Happy Heart Island - with its dogs, cogs and dolphins - coming alive with joy! No, because *this* story has no end! The Senior Psychological Therapies team has committed to both continuing with the project and rolling out the learning to other 'islands' (teams) in the archipelago, hoping to inspire colleagues to work at developing happier work lives, as the Newham SCYPS team has inspired us by #spreadingjoy.

