



BDU JOURNEY IN ITS ENJOYING WORK QI PROJECT

East London 
NHS Foundation Trust

WHY PENGUINS? BDU VERSION OF KOTTER'S PENGUIN

Kotter's Penguin is a business school management fable around change management. It's about a penguin that shouts out about the iceberg melting.

Being a QI Lead feels like you're Fred the Penguin. #IAmFred

Ola Hill @purpleola · May 22
Which are you? 🤔 @helenbevan
#QICeleb_B&L @NeilLad6 @auzewell
@_ClaireMckenna @HelenDonovan_70
@AdeAcrown @Sifi_B @masonfitzgerald
@itsannasmithy @DrAmarShah @dmlwillis
@ELFT_QI #QI @horizonsnhs



5 5 11

Ade Dosunmu @AdeAcrown · May 22
I couldn't agree more. I guess part of our role as change agent is to share what we have learnt today and take it back to our different work environment and start creating the change we spoke so much about today. Permission granted!

3 4 9

Lilu Wheeler @LiluWheeler · May 22
Who would be our 'change agent' at BDU?

3 1 1

Amar Shah @DrAmarShah · May 22
We are all change agents! We all have the power...

1 3

Lilu Wheeler @LiluWheeler · May 22
🤔 I feel I'm raising my head above the parapet. I think in all honesty the power isn't equal is it? If it were surely we'd all be

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Amar Shah @DrAmarShah · May 22
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Lilu Wheeler @LiluWheeler · May 22
🤔 I feel I'm raising my head above the parapet. I think in all honesty the power isn't equal is it? If it were surely we'd all be 😊

1 3

Ola Hill @purpleola · May 22
Never be afraid to raise your head above the parapet. Being an agent of change is about being brave. Don't feel afraid to challenge not only the challenges but the status quo. Remember, just cos something is working doesn't mean it can't be improved

1 3

Mason Fitzgerald @masonfitzgerald
Replying to @LiluWheeler @DrAmarShah and 2 others
It's approved, let's get ready to rumble!



8:37 PM · May 22, 2018 · Twitter for iPad



HOW WE GOT STARTED — CORE GROUP

We undertook a pulse survey and got a view of the way the team were feeling in 2018...

- Staff changes which had affected the capacity of the team,
- A change in offices to a colder and more isolated office,
- Indications that the team were finding the work a little monotonous,
- Unable to see the strategic direction it was headed in.
- Lack of connection to other areas in the Trust,
- Lack of recognition
- Working in silos. All work and no play.

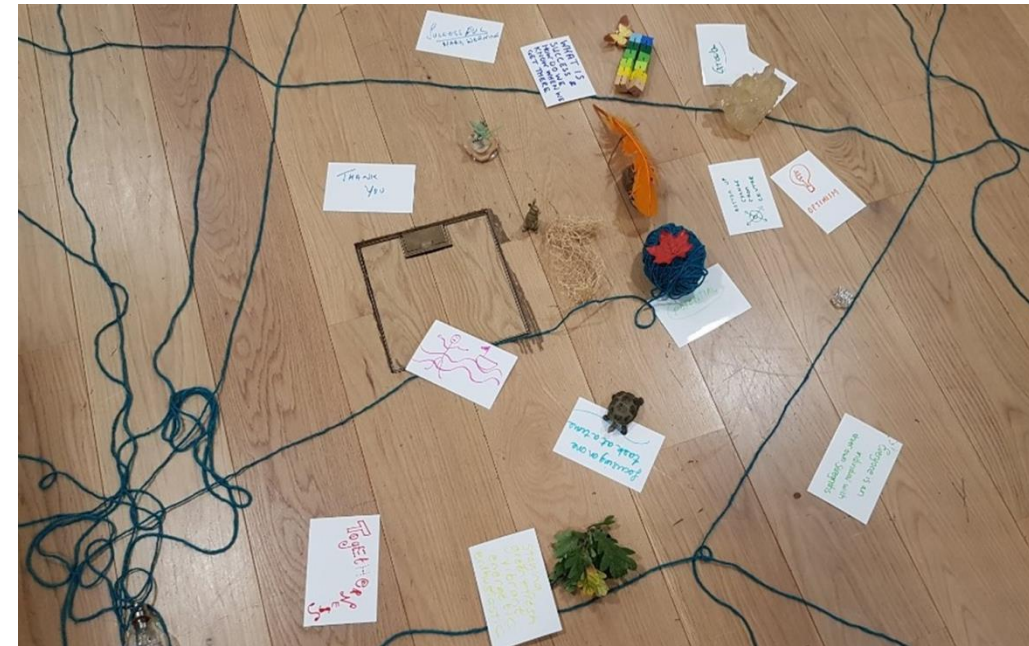
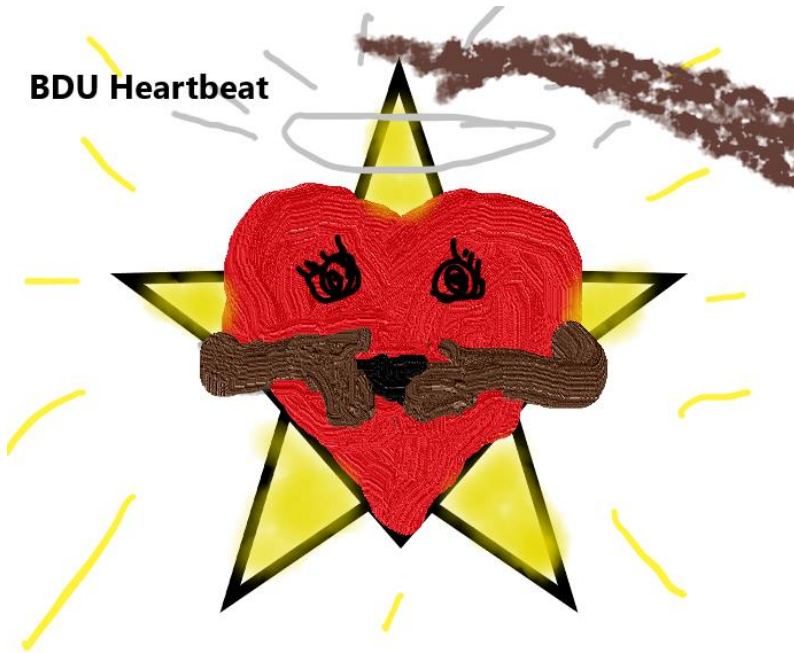
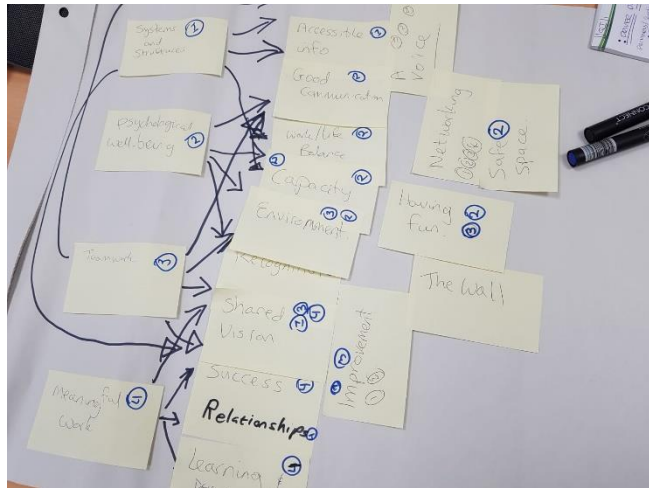
Something had to be done!

Using QI we could set up a plan and measure the impact of our ideas



WE SET TO WORK, STARTING WITH AN APPRECIATIVE INQUIRY

Working though KNOTTY issues... geddit



WE COLLATED OUR IDEAS INTO DRIVERS FOR CHANGE

Areas: meaningful work, psychological wellbeing, teamwork, systems and structures

Themes:

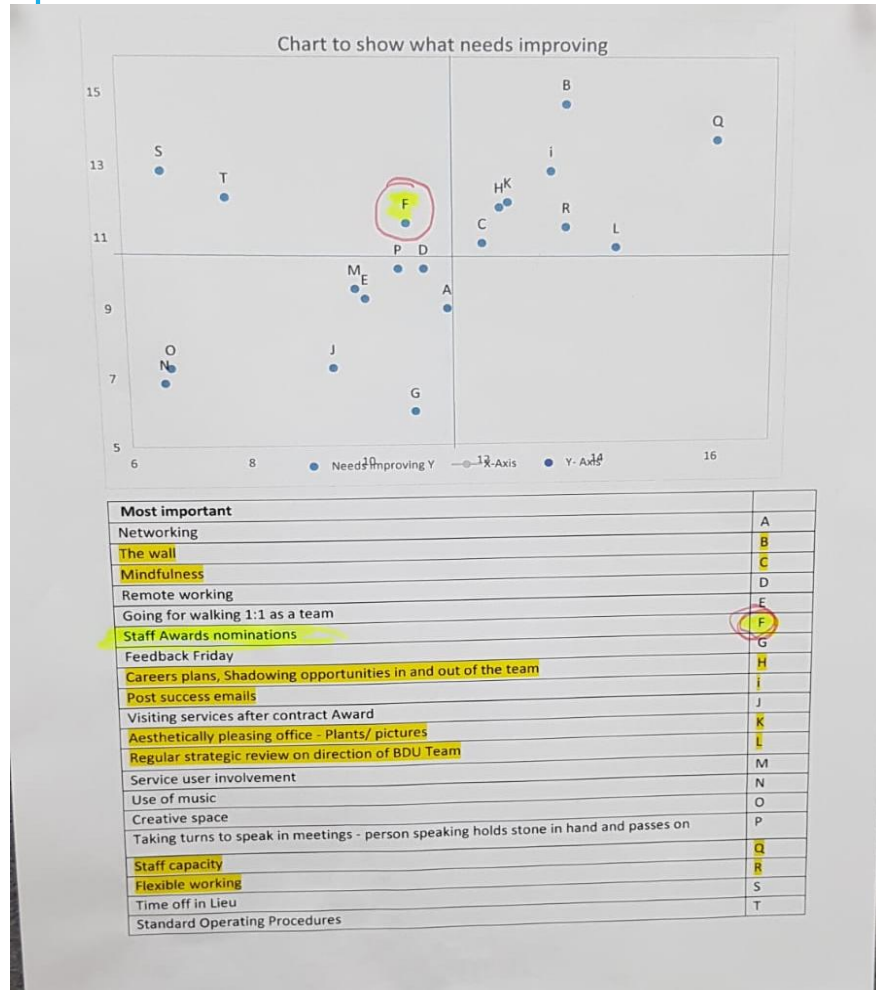
Good communication
Environment
Kindness
Recognition
Capacity
Work / Life balance
Flexibility
Having fun
Bigger view
Career progression



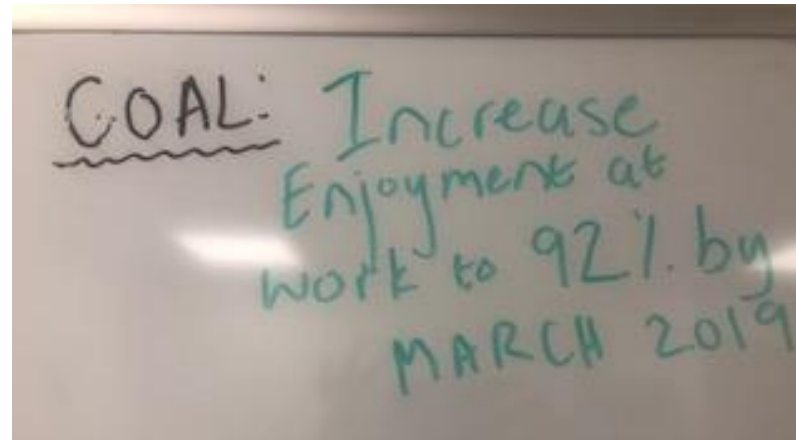
WE QUICKLY STARTED MAKING OUR OFFICE LOOK NICER – QUICK WINS



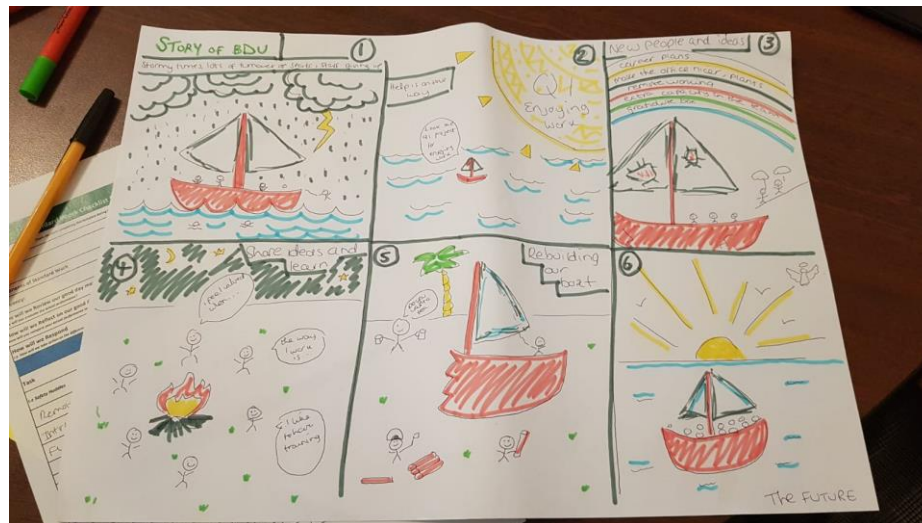
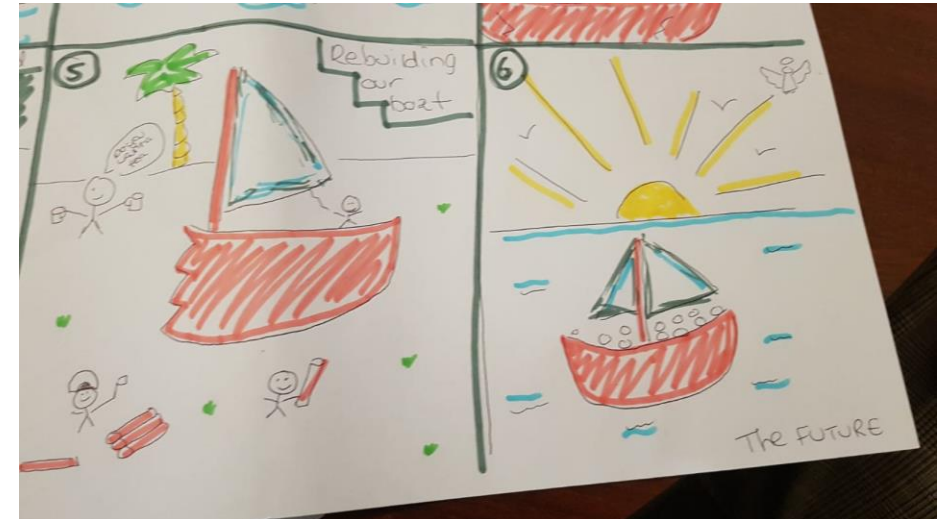
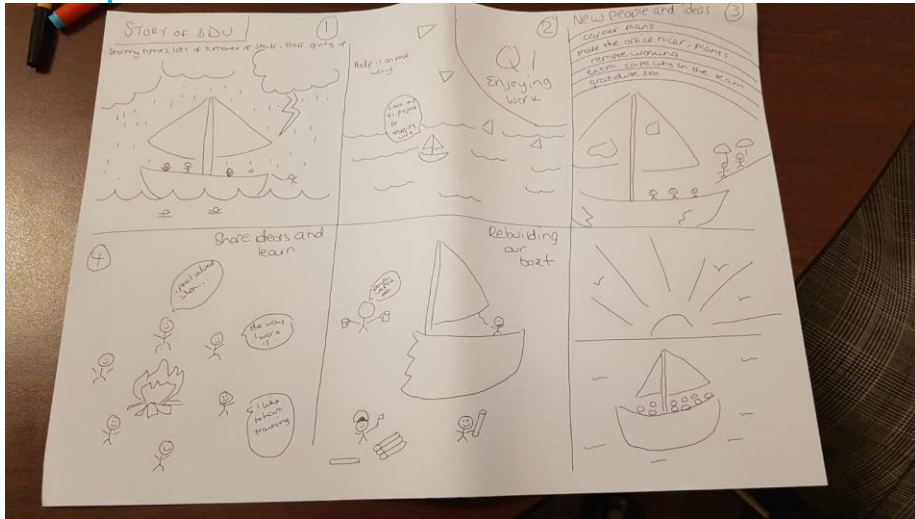
WE DEBATED, PRIORITISED OUR IDEAS AND SET OURSELVES A TARGET



To increase our current happiness by 10%+ from 78% to 92%



WE REFLECTED ON OUR JOURNEY – NEW PEOPLE JOINING TO REBUILD OUR BOAT...



Basic story, the team were a bit lost, our boat was broken new people joined, we worked together to fix the boat, now we are sailing off towards a brighter future....

REBUILDING THE TEAM...



It wasn't all plain sailing



Saying goodbye to colleagues

Inbox 3699
Sent Items
Drafts [2]
Deleted Items 55

For comedy value only, we read your emails!



Yes, we are all sitting in our coats



SET UP A BDU WHATSAPP* GROUP AND REMINDED EACH OTHER TO COMPLETE OUR GOOD DAY MEASURE

Gifmaster Lindsay and Dittykween Christian in da house

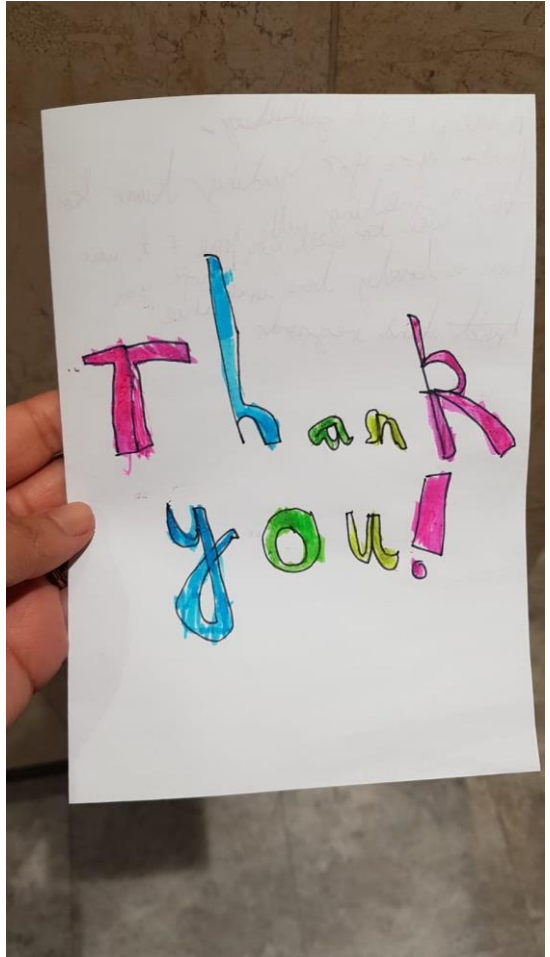
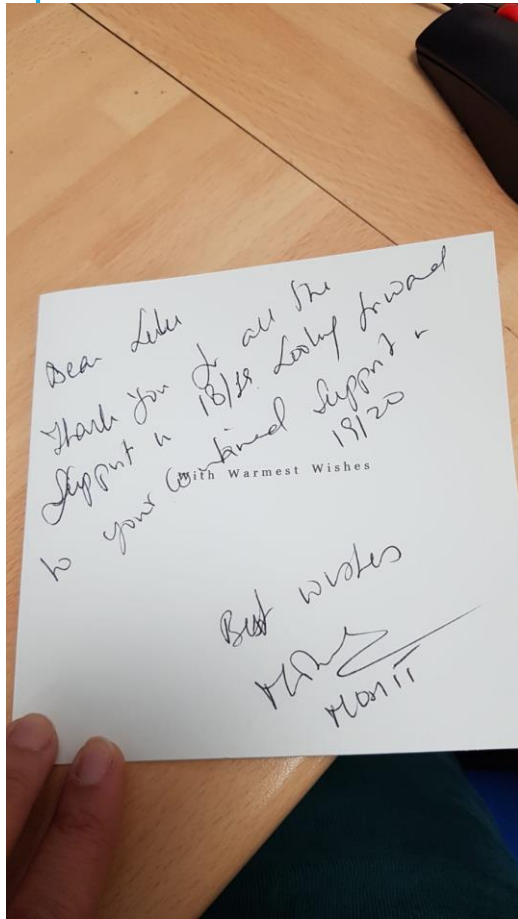


* Other messaging services are available

STARTED A GRATITUDE BOX AND STARTED TO RECEIVE THANKS FROM OUR COLLEAGUES!



We like food



GOT ACTIVE ON TWITTER! @ELFT_BDU



Yes, that's us singing 12 days of BDU Christmas



TO SUMMARISE

Made the office a nicer place to work

Spent time as a team socially

Worked together on developing a strategic plan for the future

Recruited to vacant posts in the team

Networked with other departments

Joined Twitter and become active users

Recognised and celebrated our achievements

Reviewed and improved processes and structures in our Department

Circa £5.5m annual income generated since June 2018 to Jan 2019

- This doesn't include 3 bids won in Dec-Jan

Close to 100% success rate for Business Cases submitted to CCGs.

We achieved our goal of 93% happiness in January!



WE STILL HAVE WORK TO DO, BUT WE ARE LOOKING UP AND ON TO THE REST OF 2019!

LEVEL 4, WHO DIS?

Move offices

PDP and career plans for 2019

Improve intranet page

Mindfulness sessions

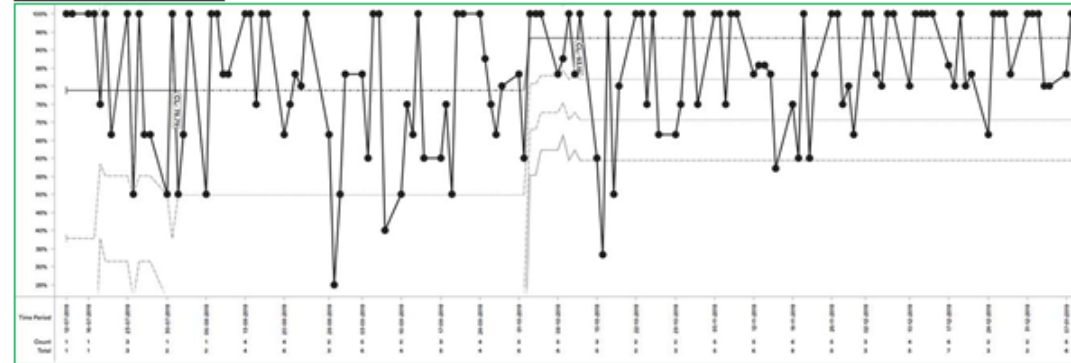
Away day 2019

Networking and visits to services

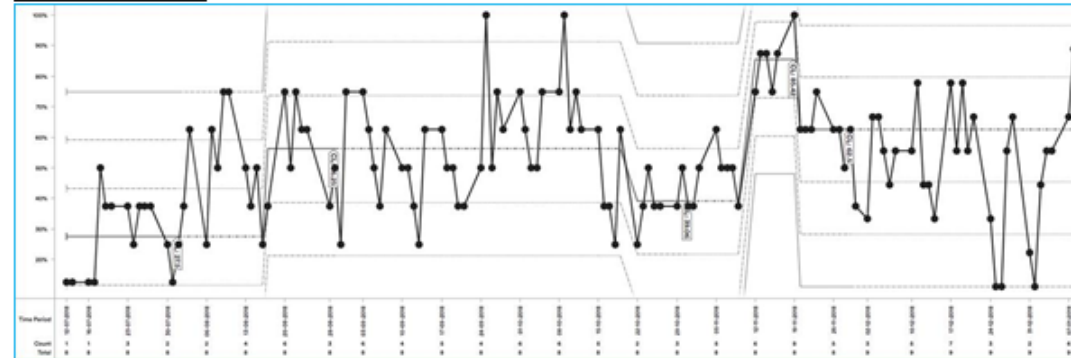
Staff Awards

Currently, **93%** of the team are experiencing a good day.

Outcome Measure:



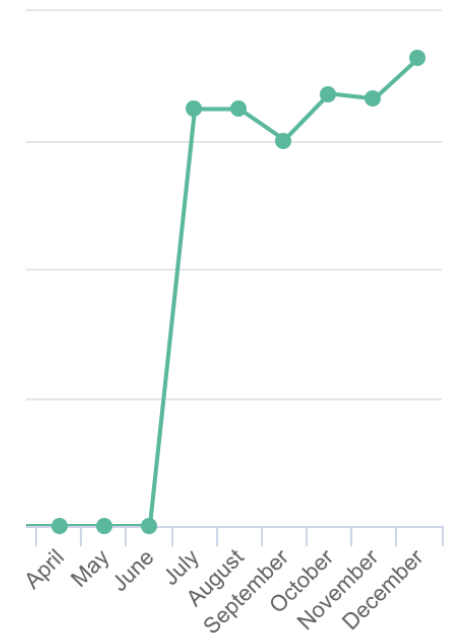
Process Measure:



ImproveWell.

How I'm Feeling My Team

Weekly Monthly



THANK YOU TO OUR SPONSOR MOHIT, OUR COACH DEEKSHA AND QI TEAM FOR THEIR SUPPORT



@ELFT_BDU

@STEPTANNER

@LILUWHEELER

#IAMFRED