

ENJOYMENT AT WORK

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QI Process lays the foundation for staff collaboration and innovation.

Aim

To improve staff enjoyment and wellbeing at work.

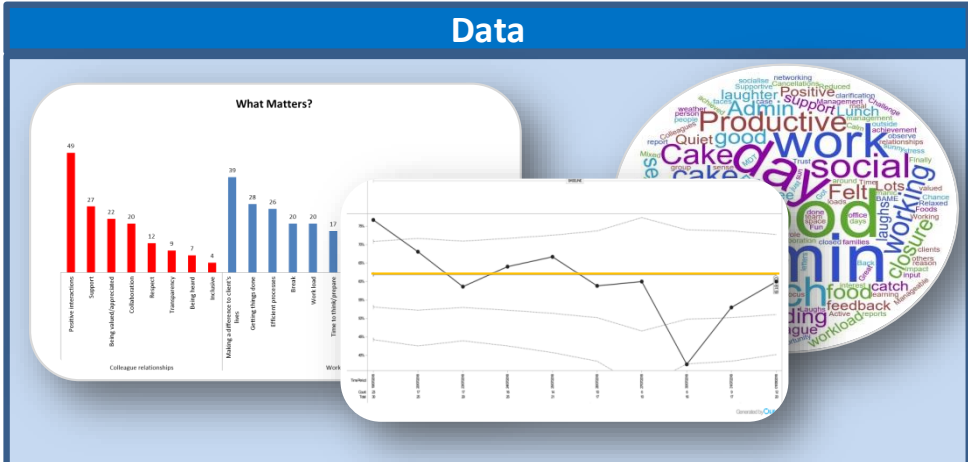
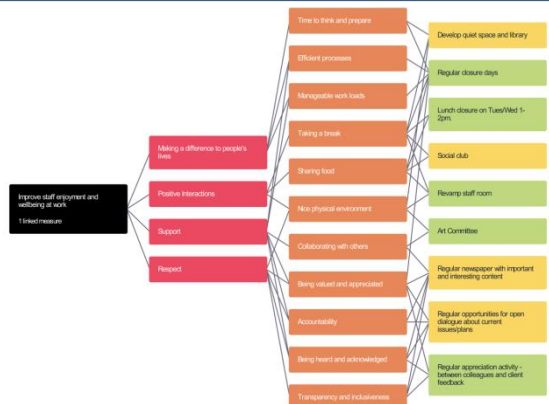
Why is this important to service users and carers?

Because happier staff provide a better service to young people and families.

Tests of Change

We revamped the staff room, developed a newsletter, began circulating the minutes of the senior team meetings, held team lunches, started an appreciation board and also a library. We used the G'Day Measure, individually via app or paper, to measure staff enjoyment.

Driver diagram



Learning and what next?

The QI process has brought attention to the importance of staff engagement and collaboration in the challenges we face as a service. Groups of staff continue to work together on new ideas to improve working conditions for staff and service quality for service users.



Tell us your story in a nutshell

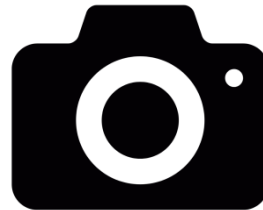
Results:

- Modest increase in G'Day measure
- Greater communication between all levels of staff
- Awareness and appreciation of efforts at all levels
- Active engagement in joint problem solving
- QI process directly increased secondary drivers

Challenges:

- ImproveWell uptake (app & desktop)
- Concept of enjoyment
- Service size & variation
- Demand & capacity challenges
- Team specific concerns
- Staff turnover
- Momentum & capacity

Any additional team or project photos?



Paste them into a slide and we will share them with your project story!

Please return your completed poster to elft.qi@nhs.net