

Welcome

Learning Set 4

QI

Dr Amar Shah, National Improvement
Lead for Mental Health

6th January 2022



Housekeeping

- Please mute your microphone unless you are speaking.
- Please make use of the chat function to introduce yourself to the group, ask questions or leave a comment!
- If you experience any technical difficulties, please email enjoyingwork@rcpsych.ac.uk.
- All presentation slides and recordings will be made available on the RCPsych Enjoying Work page shortly after today's event.

Today's agenda

13:45 – 14:00	All attendees to join the meeting	
14:00 – 14:05	Welcome	Amar Shah National Improvement Lead for Mental Health
14:05 – 14:15	Leadership and Enjoying Work	Navina Evans Chief Executive, Health Education England
14:15 – 14:35	Our Enjoying Work Project London Spinal Cord Injury Centre, Royal National Orthopaedic Hospital NHS Trust	Emily Cannon Head of QI, NCCMH Rosanna Bevan QI Coach, NCCMH
14:55 – 15:05	Break	
15:05 – 15:25	The 'Good Day' Menu Chair and Chief Executive's Office, Health Education England	Rosanna Bevan QI Coach, NCCMH
15:25 – 15:55	Spiral Journal	Ros Warby QI Coach, NCCMH
15:55 – 16:00	Feedback & Close	Emily Cannon Head of QI, NCCMH

Leadership and Enjoying Work

Navina Evans

Chief Executive, Health Education England

Our Enjoying Work Project

London Spinal Cord Injury Centre

Royal National Orthopaedic Hospital NHS Trust

Sian Rodger & Aileen Leonard

About Us

- We are the London Spinal Cord Injury unit
- Rehabilitation for patients with spinal cord injury
- Busy 30 bed ward
- Challenging behaviours (patients and some staff)
- Consist of 60 staff not inc MDT
- Recent whistleblowing investigation/covid= low nurse morale

Why?

- Improve ward morale
- Create a happier work environment
- Listen and act on concerns raised
- Implement nurses change ideas



How we got started

- Set up drop in focus groups
- Emailed all nursing staff
- Discussed at daily safety huddle
- Distributed info about the app

Sadly none of above created much excitement or engagement!

Therefore we took a slightly different approach asking nurses what irritated them about work, what would they like to change?

Ideas

- Rest and Reflect
- Well being Buddy
- Paper based survey
- Positive feedback box
- Newsletter
- MDT contact sheet
- Secret Santa
- MDT bake off



Rest and Reflect

Aim:

- For staff to meet for half hour
- Learning opportunity in relaxed setting
- Treats provided

**TAKE TIME
TO REST,
REFLECT,
AND RESET.**

@REFINERY29UK

PDSA

- Rearranged time
- Allocated staff to attend
- Topic of discussion
- Generate ideas for change
- Designed a template

Rest & Reflect

Date

This meeting is a chance for you (nursing staff including healthcare assistants, student nurses) to discuss patient care, incidents and issues. It's a time to celebrate the highs, talk through the lows and learn from each other. All are welcome and it can be led by anyone present. All we ask is that you make a note of who attended and what was discussed on this form.

A suggested way to start the session is to ensure that everyone knows each other, and invite issues for discussion.

If you need to encourage discussion, here are some suggested questions: How is everyone feeling? Does anyone have anything to celebrate? What has gone well this week? What have you enjoyed or appreciated in work? What have you found difficult this week? What challenges have there been?

At the end of the session, it can be helpful to ask those present to reflect on the session, what they found helpful and what they would like to change for future sessions.

Attendees

Subject Discussed

Outcomes/ Improvements/ Suggestions/ Learning

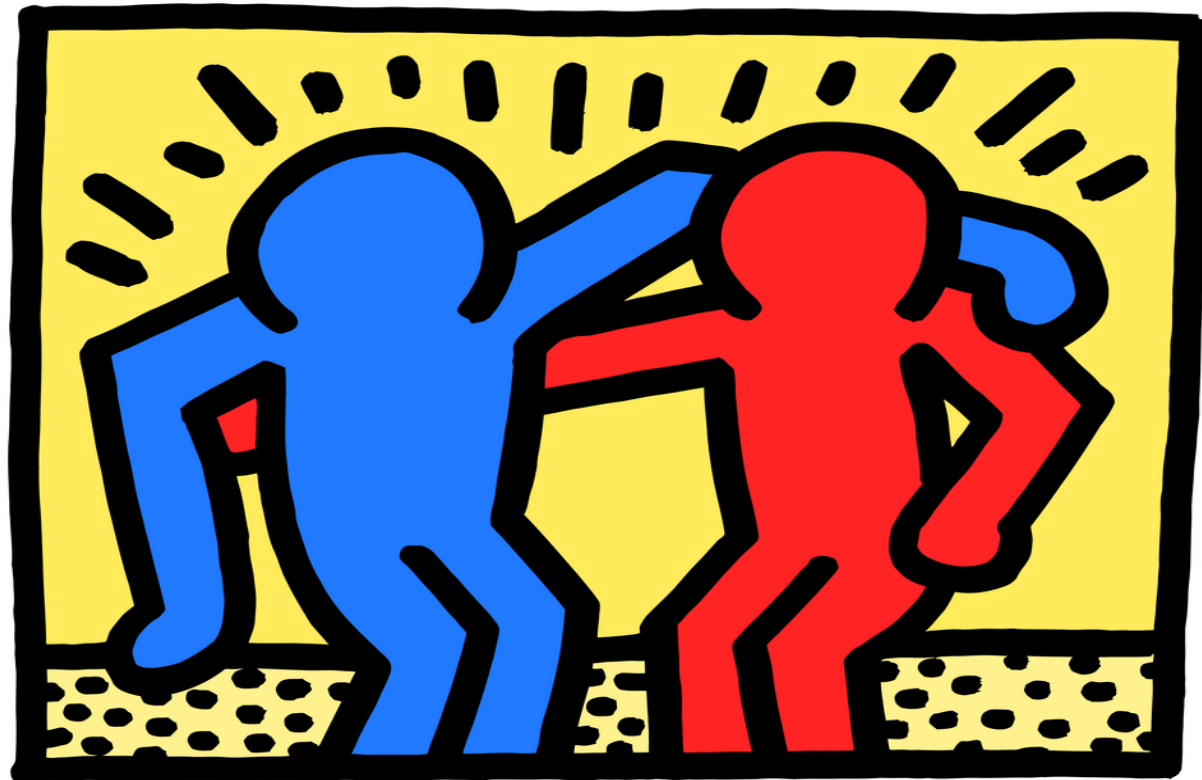
Challenges

- Staff engagement
- Taking ownership
- Communication with staff
- Allocation of staff to attend



Well being buddy

- To provide a buddy for all new starters
- Feed/ Bounce off
- Allocate same band



PDSA

- To be allocated before starting on the ward
- Introduced on first shift with clinical educator
- To provide support/ friendly face
- Boundaries
- Not to feel overwhelmed

Challenges

- Feeding it into the introduction to the ward
- Updating the clinical educator
- Knowing when new starters are due to start



Paper based survey

- Poor uptake of App so limited results/data
- Easy for people to complete there and then
- To gauge how staff feel in general
- Provide an opportunity to do this anonymously



PDSA

- Physically handout the survey
- Timing (during handover/ huddle)
- Keep anonymous

TOP SECRET !

Challenges

- Comments written
- Time taken
- Collating the data

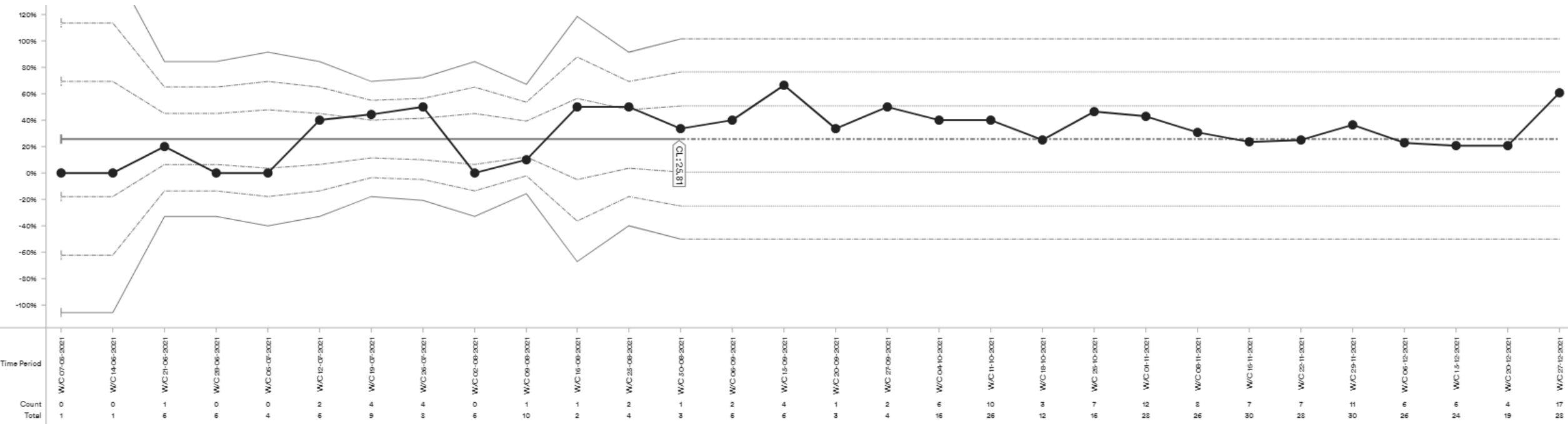


Where are we now

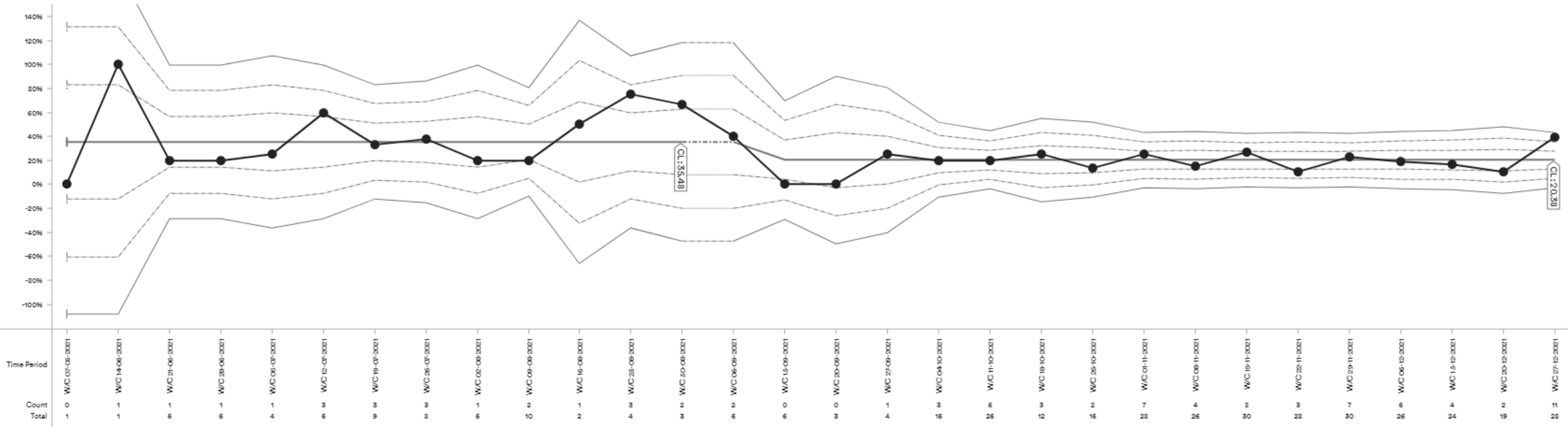
- Engagement continues to be inconsistent- especially leading projects
- Better survey completion using the paper surveys
- Nurses are starting to generate more change ideas
- Still needing a great deal of encouragement from leadership team
- Senior management team reviewing data

With this project we want to generate long term change ideas which will lead to a culture change and benefit not only our present nurses but also our future nurses!

People who have no symptoms of burnout



People who have enjoyed being at work frequently



Break

Q↑

10 minutes

We'd like to encourage you to use the break to do something that will bring you joy!

Please have a piece of paper (A4) and a pen ready for the session after the break



Chair & Chief Executive's Office

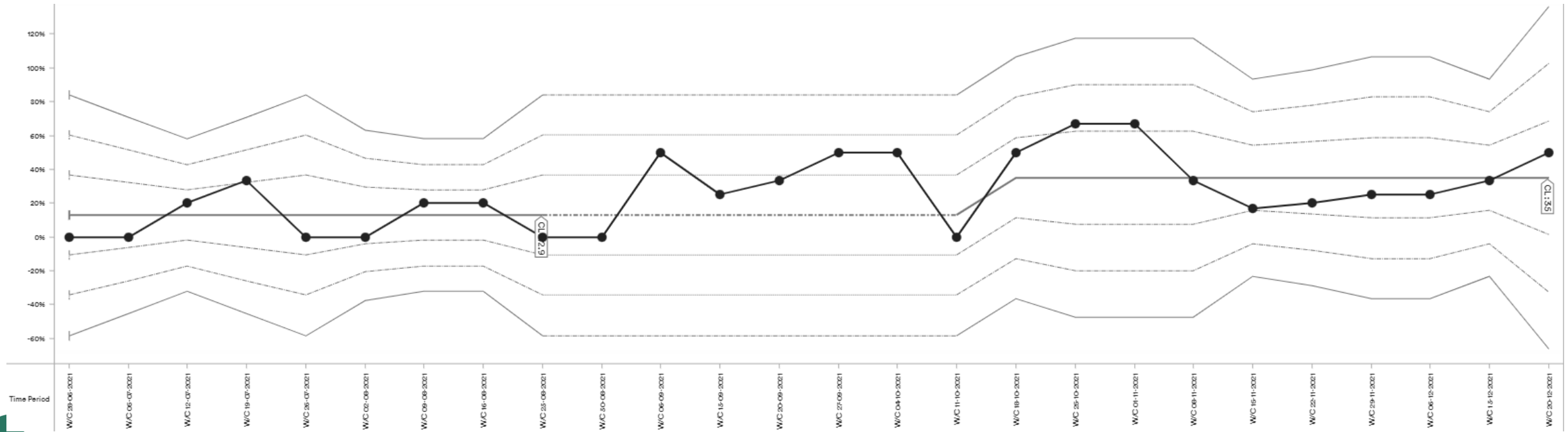
Health Education England

Hannah Walker & Lianda Roach

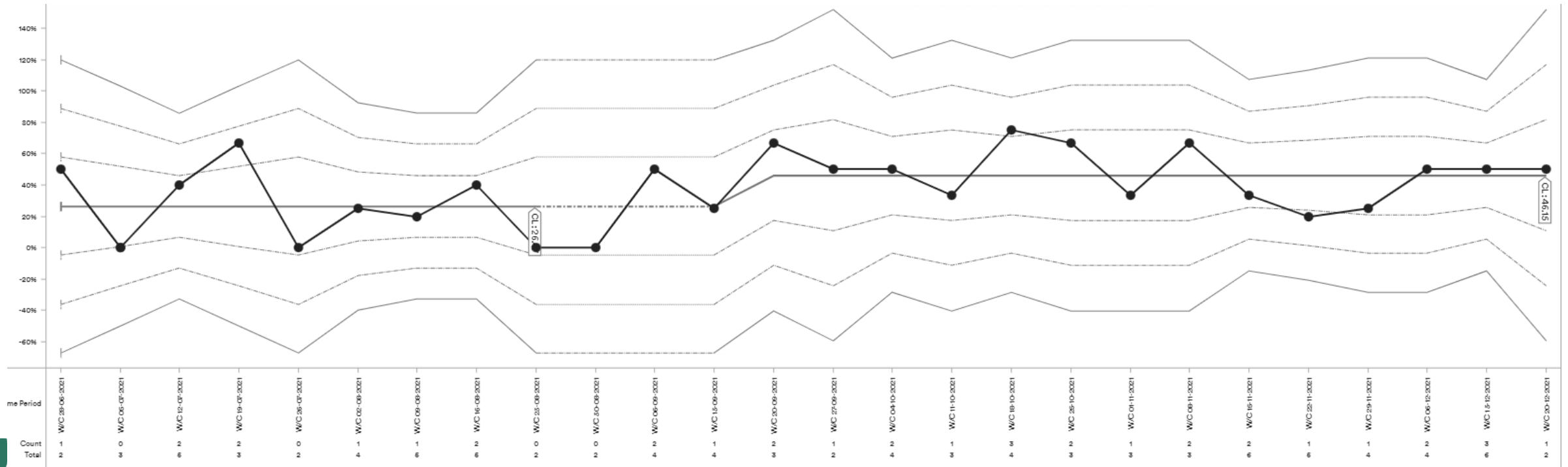
Good Day Menu

- Fixing something
- Thinking about ideas
- Sharing an idea
- Sending out executive team papers
- Giving advice
- Talking to someone
- Interactions with colleagues
- Getting things ticked off my list
- If the To Do List looks different by the end of the day
- Feeling I've done a good job
- Feeling supported
- Feeling energised, not depleted
- Receiving feedback
- Eating breakfast
- Eating lunch
- Taking a break
- Walking or cleaning (in a break)
- Getting fresh air

People who have enjoyed being at work frequently



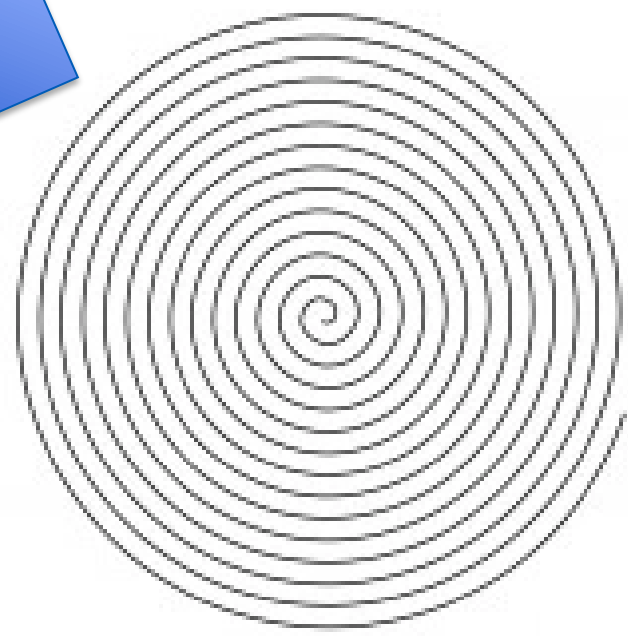
People who have no symptoms of burnout



Spiral Journal

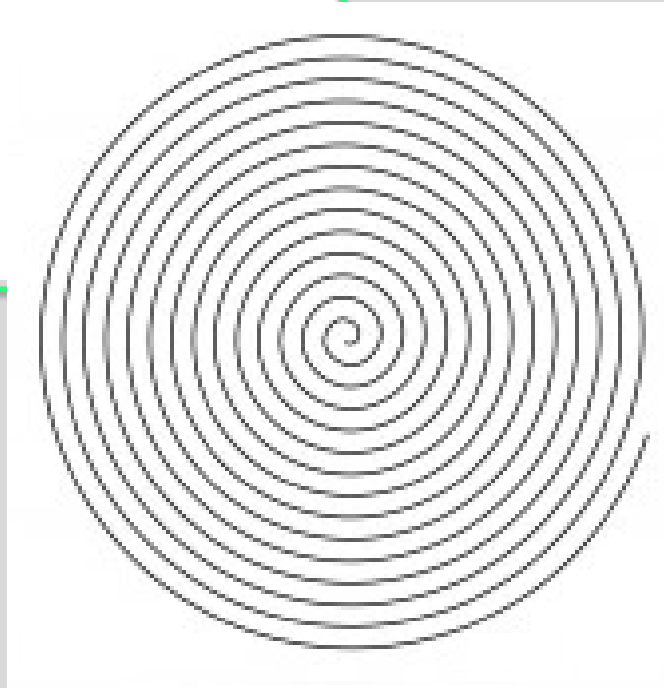
Ros Warby
QI Coach, NCCMH

Draw a continuous spiral as slowly & tightly as possible



Following today's event I learned/found interesting ...

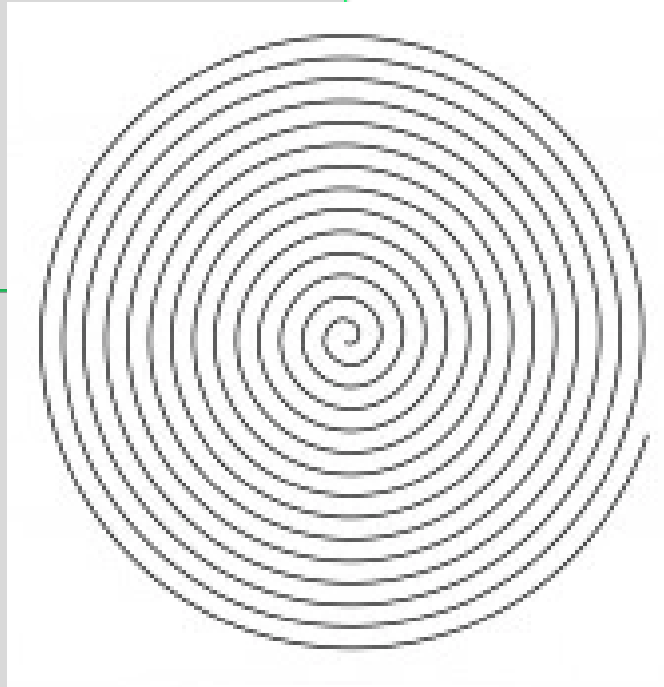
1 minute to write down your thoughts



Following the last presentation I
learned/found interesting ...

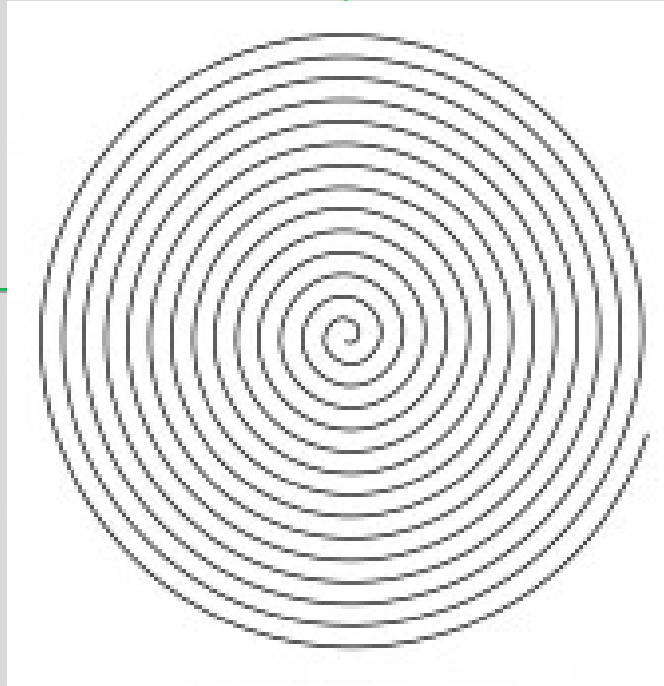
This has given me an idea to ...

1 minute to write down your thoughts



Following the last presentation I
learned/found interesting ...

This has given me an idea to ...

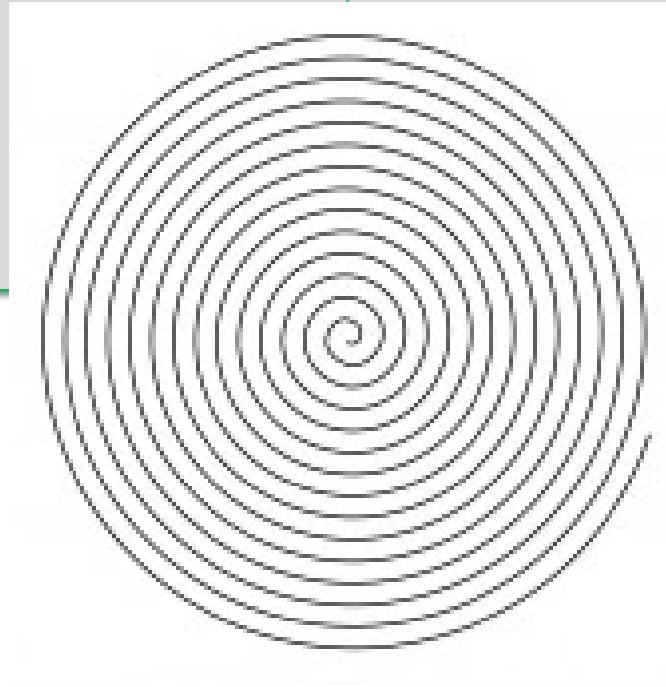


1 minute to write down your thoughts

This is important to me because ...

Following the last presentation I learned/found interesting ...

This has given me an idea to ...



1 minute to write down your thoughts

After today's event I am going to commit to the following action(s) ...

This is important to me because ...

Close

Emily Cannon
Head of QI (NCCMH)