

Working Together to Enable Staff to Better Look After Each Other Using Quality Improvement CAMHS/ISSU18, NHS Dumfries & Galloway



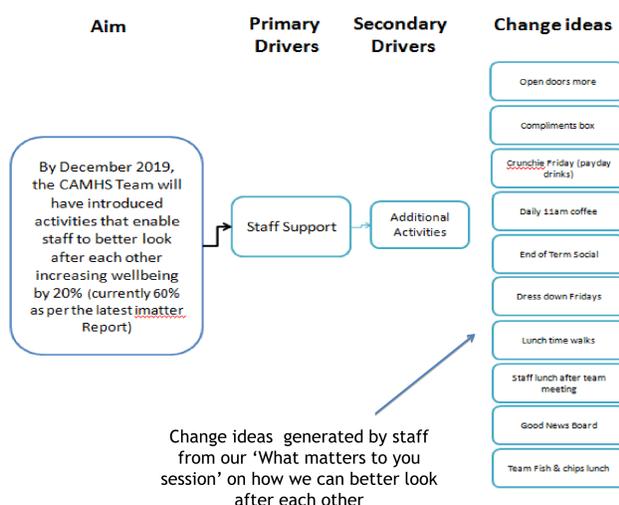
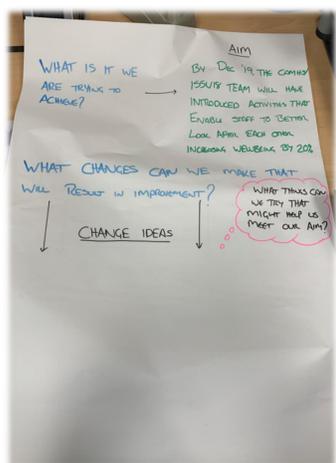
We recognised that ever growing demands on staff time, resource and energy within the workplace was having an impact on staff wellbeing and morale. We wanted to look at rebuilding our relationships, teamwork and trust enabling staff to work together more collaboratively. In order to do this, as a team, we needed to define our AIM and communicate this clearly moving forward in the same direction.

Aim: By December 2019, the CAMHS/ISSU18 Team will have introduced activities that enable staff to better look after each other increasing wellbeing by 20% (currently 60% as per the latest imatter Report)

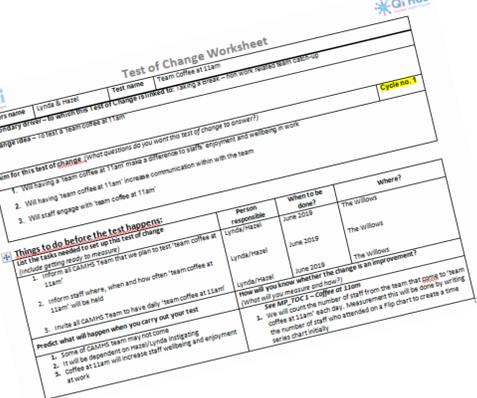
Method

Using Quality Improvement Methodology, "The Model for Improvement" we started our Improvement Journey in April 2019. Using the 'Three Questions' and PDSA Cycles we have aligned process and outcome measures which allow us to monitor improvement throughout our journey. We have also used creative methodologies such as Brainstorming, 5 Why's and Fishbone Diagrams, along with Root Cause Analysis Tools such as Forcefield Analysis when needed.

Process Change



Achievements

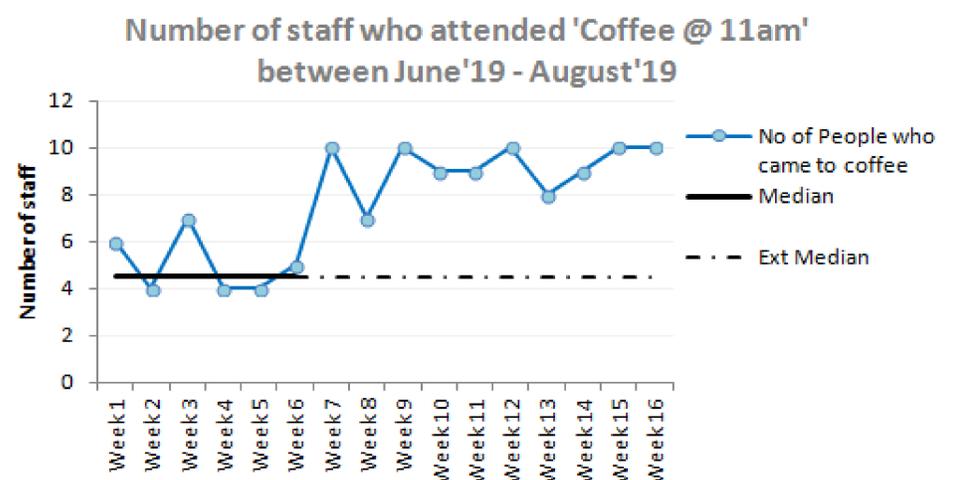


- Coffee @11am has been tested and now implemented
- Qualitative feedback tells us staff wellbeing has increased due to our 'tests of change'
- Ongoing 'tests of change' are happening and being led by staff at all levels

Key Learning Points

- Permission to fail – we might not get it right the first time every time, but that doesn't mean we shouldn't try
- Leadership at all levels is needed to make positive sustainable change
- 30/60/90 day improvement cycles work well to keep momentum and focus
- Communication with Project Team and staff team is key

Results



- The development of a culture of openness and honesty which enables staff to better look after each other
- Implemented tests of change which have led to increased staff wellbeing
- A continued commitment to using improvement methodology and working together to achieve our Aims

Conclusions

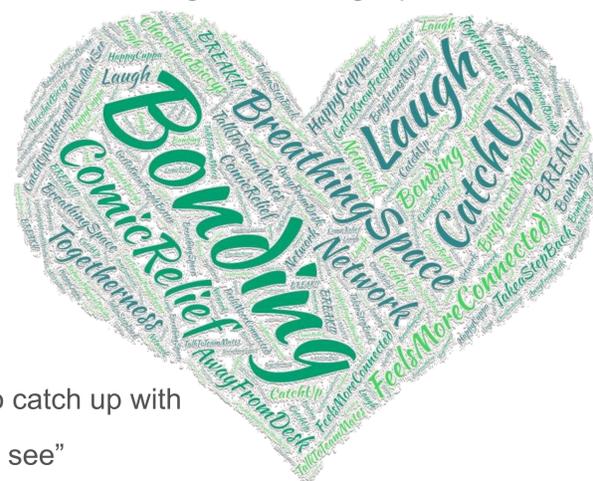
Our project is still ongoing, however, qualitative feedback and process data tells us that our 'tests of change' are having a positive impact on our AIM.

Tests of change are ongoing and our next 'End of Term Social Activity' is planned for 11th October 2019.

Quotes

"activities have allowed me to catch up with the team I wouldn't otherwise see"

"nice to see the team, get to know everyone (in different offices), network, keep in touch and feel supported"



Next Steps

- Continue with testing to meet our AIM in December 2019

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