

REASON WHY?

In order to improve the care that we deliver to our patients, we need to make improvements. Following feedback from the staff survey, it was identified that the engagement and communication of improvement ideas was not where we would like it to be. The team implemented ImproveWell to encourage the sharing of improvement ideas.

PLAN

Following feedback and the annual staff survey, it was recognised that there were cultural concerns alongside colleagues not feeling heard including poor morale and high turnover within the Emergency Care departments. The Emergency Care Transformation programme was set up in order to address some of these issues. Following the success of the ImproveWell platform within maternity, a suggestion was made that the platform would help address some of the issues the Emergency Department faced. ImproveWell has the ability to survey colleagues to obtain good day measures to gain colleague feedback alongside the ability to submit ideas for improvement.

DO

Following on from the successful launch of ImproveWell within Women's and Children's, the team followed a similar process of implementation.

Divisions, Areas and Roles were identified to provide the structure within the digital platform. These areas were then created within the ImproveWell system and consolidated into Groups with appropriate leads for each area.

The teams worked with the communications team to do a "soft launch" of the platform, focussing on the teams that worked within the Emergency Departments at both sites.

A process of review was set up to follow from the initial idea being received, to implementation/ rejection. The ideas will be discussed and themed at the weekly oversight meeting and will then be allocated to the leads within the areas.

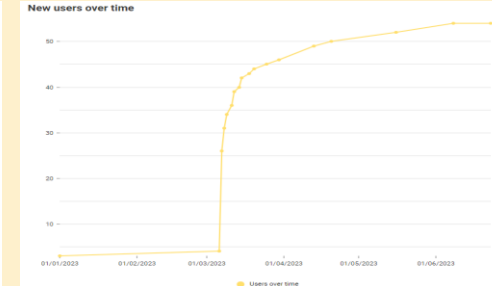
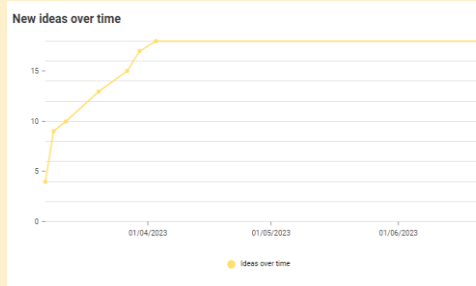
Training sessions were arranged for colleagues across both sites.



To improve the ability for colleagues to engage and communicate ideas for improving care as measured by an increase in submitted ideas by June 2023.

STUDY

During the first 3 months, 54 members of staff registered with the platform. In the first month, the team had 18 improvement ideas. A large proportion of the improvement suggestions were not able to be progressed due to the upcoming work as part of the Hospital Transformation Programme and the remaining suggestions were to be picked up as part of ongoing work within the trust. No further improvement suggestions have been receiving since April despite widening the scope of the app to include all colleagues working in the area rather than just the Emergency care department colleagues.



ACT

The next steps are to re-engage with Emergency Department colleagues and promote the use of the app for Improvement suggestions and conduct root cause analysis to understand why the uptake was not as high as expected.

Each improvement idea should follow the trust's improvement methodology and use a project brief to document the suggested improvements.

Future PDSA cycles will aim to improve the engagement and submission of ideas within the app.