

REASON WHY?

Three departments exist to support colleagues in doing similar projects and pieces of work, but the departments don't have much communication between them and may sometimes benefit from either cross working or handing over projects. Especially regarding service evaluations which will often fit in between the three.



To introduce standard work to the process of defining which service is best placed to support staff projects by September 2023

PLAN

The initial plan was to set up a meeting between the research team, audit team and improvement team to improve communication and share information about projects that would benefit from the others involvement.

That the audit team and research team would regularly attend the Improvement Sharing huddle.

All members of the improvement team would attend Audit training.

To coproduce a standard operating procedure around service evaluation.

DO

The research team drafted the SOP about service evaluation and then the Improvement hub and Audit team were able to comment and add to this. This is now published on the intranet.

The three teams have set up Quartey meeting to discuss workload and have hosted stalls at each other's conference events.

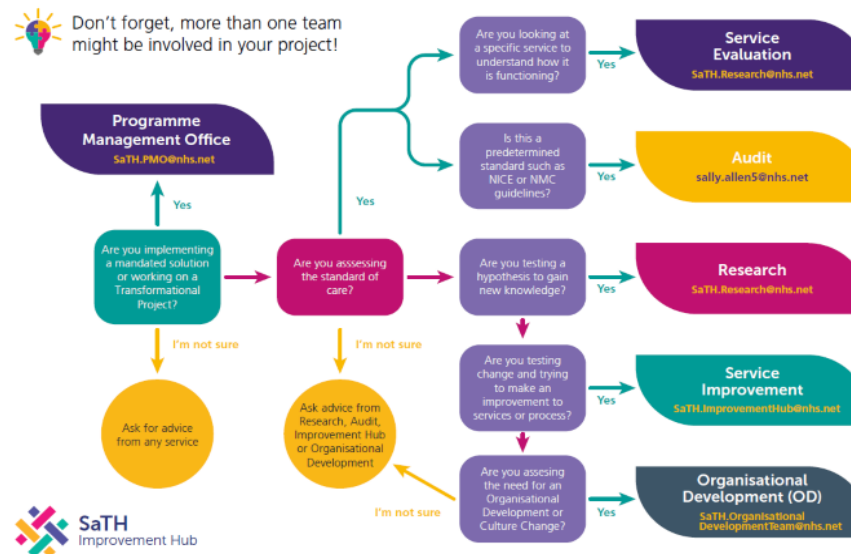
The research team and audit team will trial presenting in the last session of the improvement hub practitioner course.

A flow chart to help guide staff to which teams they need to go to for support has been completed and this extended to include the PMO and OD team. This is now agreed and shared across all teams for use.

Members of the research and audit teams have attended the improvement sharing huddle.

STUDY

Project Support Flow Chart



The flow chart has been agreed by all five teams and is being used.

Poster and post card copies have been ordered.

It is published on the intranet and will be in the teams' brochures.

The meetings and the flow chart have resulted in 9 inter team referrals.

The service evaluation SOP is available on the intranet.

3/7 members of the improvement hub have attended the Audit training.

ACT

The project flow chart will be **ADOPTED** by all teams.

The research, audit and improvement team quarterly meeting will also be **ADOPTED** as it has resulted in collaborative working.

Next Steps:

The inclusion of the research and audit teams in the improvement practitioner training will be trialled in September and October and reviewed.

For the remaining improvement hub team members to complete the Audit training.

The SERI building will open up some office/hot desk space and training rooms for all teams to use.