

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, however, felt that the Improvement Hub could offer better value for money.

PLAN

Following feedback and data from the annual staff survey, it was recognised that colleagues 'did not feel heard' which was resulting in poor morale and high staff turnover within the Emergency Care Departments (ED) at RSH and PRH.

The ED teams previously had Improvewell, an App based platform that enabled improvement ideas to be shared. This cost the Trust £10,000 per annum and resulted in two ideas being progressed.

The ED teams planned to utilise SaTH's Improvement Hub in order to have a similar idea sharing platform.

DO

The teams reviewed the use of the Improvewell App and proposed a similar structure, building upon the good practice and lessons learned.

A poster and QR code were designed which linked to an auto generated email for colleagues to fill in detailing their improvement idea. 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, with posters being displayed within the departments.

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



To increase improvement engagement by 50% as measured by the number of ideas submitted via the Improvement Hub email by 30th June 2024.

STUDY

During the period that Improvewell was in place, there were 2 improvement ideas progressed.

During the time that the QR codes were up in the department, there were no ideas submitted to the Improvement Hub. It is worth noting that during the implementation period, the teams were also implementing a new Electronic Patient Record System and it is felt that this took priority during this time due to the additional workload that this presented to the teams.

Improvement ideas and test of change weeks are still being progressed as part of the Emergency Care Transformation Programme, which gives colleagues an opportunity to be heard and share their ideas, just not directly through this platform.

It was also felt that a soft launch did not support the desired increase in awareness of the QR codes.

ACT

The Improve-it QR code is still up in the department, however has now been replaced with the StrongerTogether campaign.

This will form part of the Emergency Care Transformation Programme and ideas are routinely sent through to the improvement Hub.



Your stories & improvements



Stronger Together
Transforming Urgent and Emergency Care