

FLASH REPORT Cohort 8 Cara Hancock

QI Project Team:

QI Project Aim:

I would like for 100% of the team at the Howard Doris Centre to be using Microsoft 365 (including Outlook, Teams and Shifts) effectively and safely to promote efficiency and communication by 15th December 2024 in line with Scotland's Digital Health and the E-Health Strategy.

Stage of QI Journey:

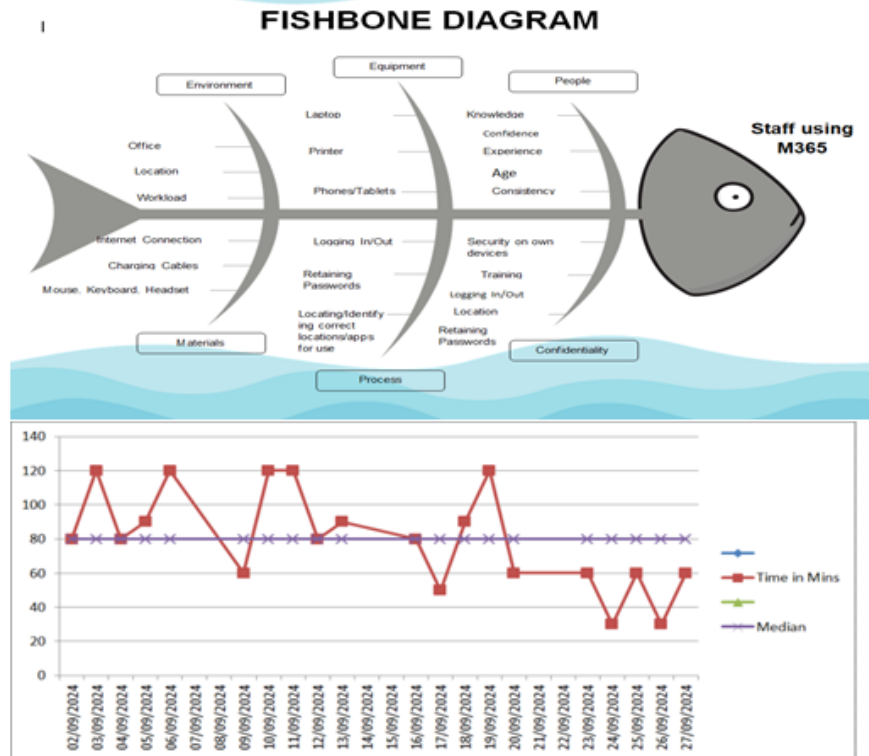
Test of change



Change Idea I am going to test below:

Moving the laptop and sign in instructions through to the Carer's hub.

Area to insert pictures of QI Tools Used:



ACT

We are going to adopt this system. However, a few adaptations will need to be made to enhance it further. (Having a clear out of the carer's hub so that there is a designated space for this/ buddy system implemented)

PLAN

For this test of change I predicted that staff would engage with the laptop more as it is in sight and so will prompt them to use it for emails, learning and shifts. In order to do this, I had to check that the internet connection was feasible, Print off clear sign in instructions and create a feedback form to see how it was going.

STUDY

The results for this test of change were far better than expected and happened a lot quicker than I had planned. I sent out the feedback form to see how they felt and every staff member was in favour, this also affirmed the earlier suggestion of a buddy system. Turas training rates also rose quickly. All in there were many more benefits than initially predicted.

DO

As shown in the run chart, as soon as the laptop was moved the time, I spent assisting staff reduced very rapidly. I found that the carer's were asking each other for assistance rather than coming to me for help with everything, and were also enjoying this way of learning.

Area of Learning: Huge difference in basic IT skills between staff was not anticipated fully. Signposted to basic skills training hub, buddies assisting in this regard

Successes: Staff engagement and feeling included and valuable. I now have much more time to be getting on with my normal duties. Training level has risen.

Challenges: Around a week after we began testing the change idea and it was a success, the NHS changed it security settings without much warning. This suddenly meant it was much harder for staff to log on and use their personal devices. It took around an hour for each staff member to regain access.

FLASH REPORT Cohort 8 Tina Simpson

QI Project

Team:

South service
team meetings

QI Project Aim:

The problem is lack of consistent engagement in team meetings with caseload/practice lead focus and so my aim will be:
50% of Inverness East & West HHC staff will attend team meetings by December 2024 aligned to the HHC staff engagement policy.

Stage of QI

Journey:

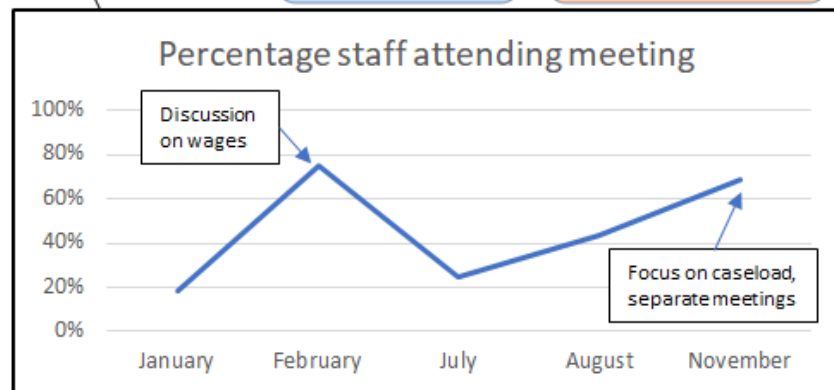
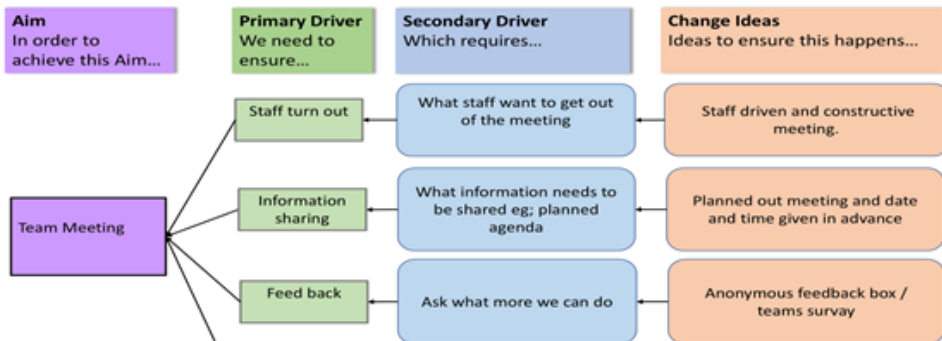
Test of change



Change Idea I am going to test below:

Focus on staff leading the team meeting and not service manager lead when I separate out the meetings.

QI Tools Used:



ACT

Adopt this format for practice focused meetings and test again for corporate focused meetings but acknowledging that there may be a different approach required

STUDY

From previous meetings was only this high before when talking about financial topics and so this change has improved attendance from my previous meetings where caseload was my focus.

I can predict this works for practice focused lessons where staff have control over changes but might not be the same for corporate focused meetings where they have less control

PLAN

Tasks: Separate corporate business & practice lead meetings arranging dates/times and also separate East & West teams with their own dates/times. Plan to set agenda together at the start of the meeting. Run the meetings on Microsoft Teams to allow everyone to attend

Test: If I separate these meetings and allow staff time to review their own caseloads together, will they engage more in the practice lead focused meeting?

DO

Staff were happy to plan agenda at the beginning of the meeting. In the West 8/12 attended and from East 14/15 attended, **this is a total of 22 staff**. When we ran the test staff reported feeling more positive because they were able to contribute well to the meeting & had power to make changes where they felt it was necessary and share challenges.

Area of Learning: Finding what is it that attracts staff to attend, and what do they want to learn or hear about, creating ways for staff to share things that matter most & involving all voices.

Successes: Taking a different approach has improved my attendance & engagement where I wanted it. Feedback from staff has told me that they trust me to share ideas and their opinions on the service but also their wider work-life balance concerns, which gives me the opportunity to be flexible & ensure wellbeing is at the centre of our ways of working. If I take this approach, people will engage better with me in other areas as they know I will listen to them.

Challenges: Continuing this engagement to what I can do to make them feel more involved & allow them to see the bigger picture of service provision.