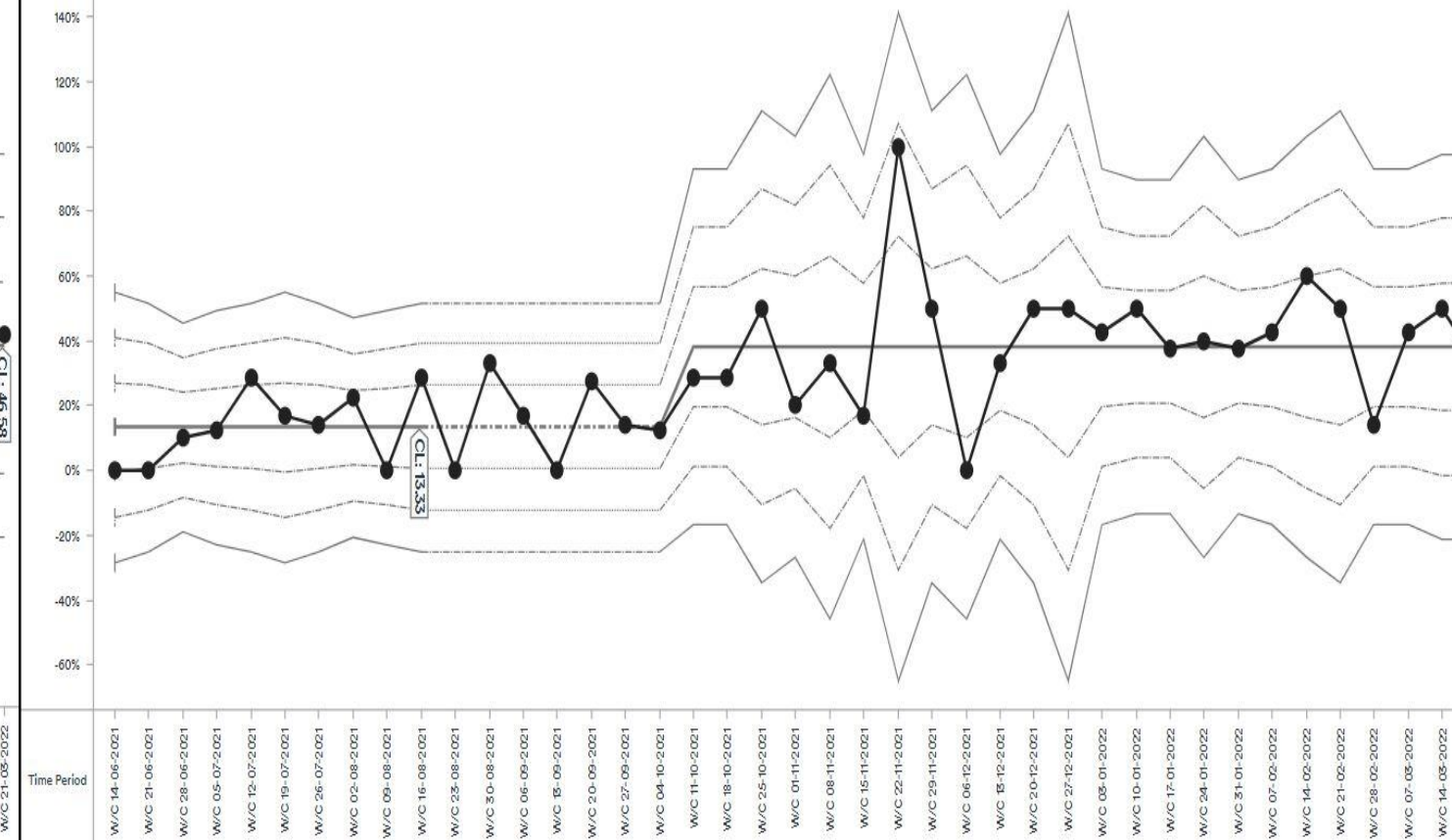
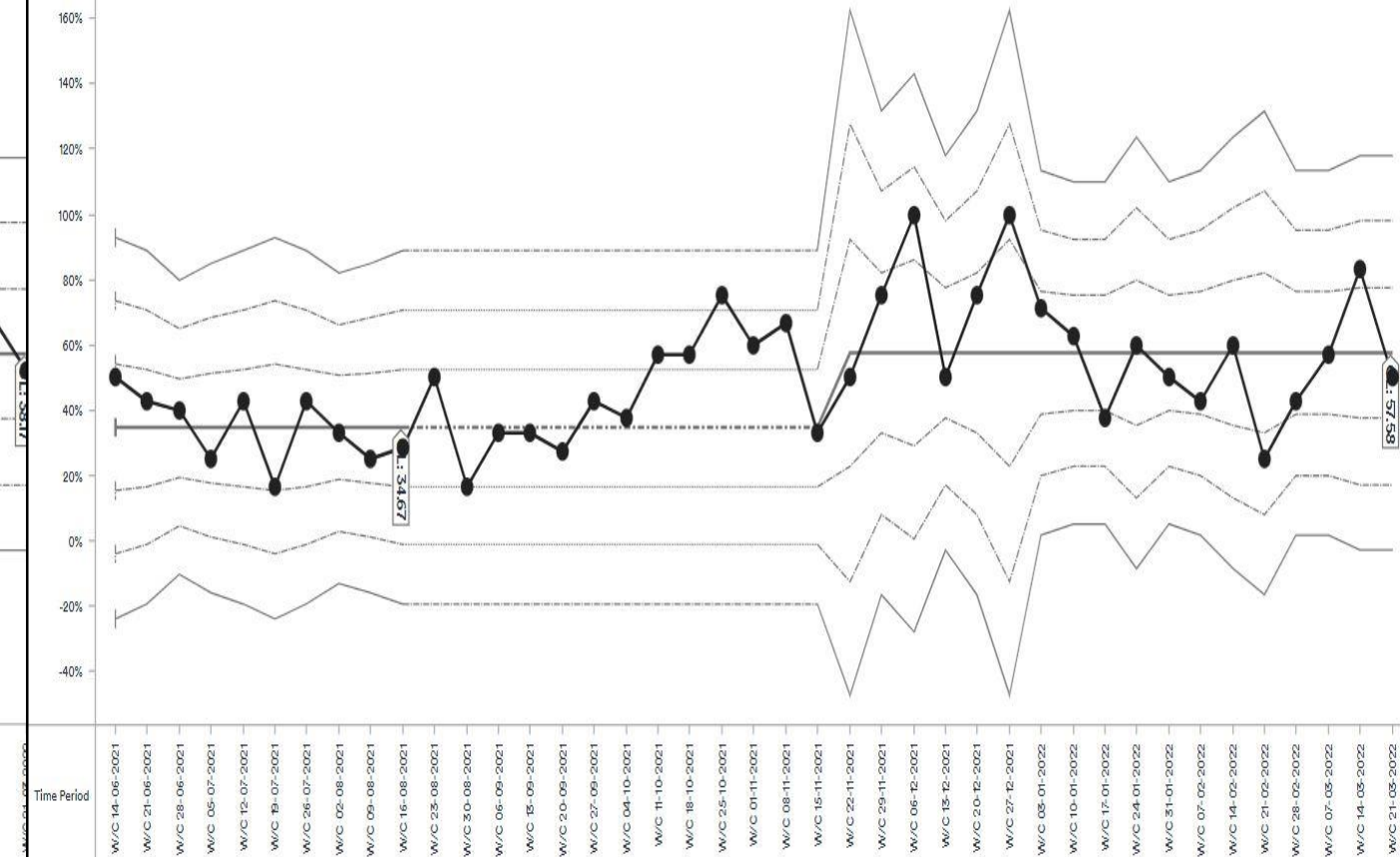


Graph 1. Frequently enjoy work



Graph 2. No symptoms of burnout



Graph 3. Extremely likely to recommend

Change ideas we have tested

During the Enjoying Work Collaborative we tested six change ideas generated by the team at our nominal group technique.

Change idea 1: Face to face meetings for better relationships, connectivity and understanding of roles

Change idea 2: Physical movement increased well-being, joy, creativity and reduction of stress

Change idea 3: Improve Well App response rate improved by weekly discussions and calendar reminders

Change idea 4: Informal chat forum improved relationships and offered peer support

Change idea 5: Attending conferences to present, a team won an award for best poster at conference

Change idea 6: Visiting at sites improved connectivity, sharing best practice and improved relationships.

Our reflections on taking part in the project

We have the best ideas when we get together and this has been noticed by the senior team. The team performance has significantly increased and this is noted in governance and heads of department meetings. This has increased our clinical effectiveness in the hospital sites. Other teams have noticed the changes and have mirrored by creating similar changes.

The level of comfort to take part in a project or start something new, knowing the team will support the project, awareness of the presence of the team support is valued. As a regional team there was a real commitment to developing QI ideas across different sites in the broader London & South region.

The focus on well-being has enhanced our team cohesion. We can ask questions, this strengthens relationships and quality of work.

Looking to the future

The change ideas have been implemented within the London & South regional Psychology team and have generalised into the site teams. Example of Friday team meetings where the site team comes together for informal lunch. Conferences are planned for attendance during the coming year extending the change for the future, regional teams are meeting together and visiting at sites, the informal chat forum is implemented regionally and continues to support team members and to build relationships. QI projects are being launched at local sites and reviewed on a quarterly basis. Monthly discussions are taking place in team meetings regarding QI and wellbeing and there is a good sense of looking after ourselves and each other.

There is training available on QI and QI coaches to support future projects. Cygnets has launched a QI hub on the Cygnets webpage, there is a QI newsletter and a QI conference to look forward to. Thank you to our coach and the EWC.

Changes we have seen in the team

We have seen significant changes in all three measures of data as seen in the three graphs above. Measure one changed from a mean of 20% to 46.58% (26.58% increase) frequently enjoy being at work, measure two from 13.33% to 38.17% (24.84% increase) no symptoms and measure three from 34.67% to 57.58% (22.91% increase) extremely likely to recommend the team as a place to work. The team feels acknowledged and happy and they are able to maintain a balanced work-life approach as professionals. The team members were able to express their need for support and felt safe to be open regarding their feelings. We saw an increased awareness of wellbeing and the culture is more open and supportive. Increased connectivity in the team and enthusiasm to get together, this is rewarding for the team.

Some of our challenges

Some of our challenges included changing the time of our bi-weekly meeting upon the request of team members in the region who could not attend, although this did not necessarily improve attendance numbers, it did improve regular attendance of core team members. New starters to the team needed to receive induction into the QI project and orientation to the Improve Well App. These were provided on a one to one basis. The large geographical area of the regional team was a challenge and zoom was used to overcome this.

Our advice to other teams would be: *Small changes can make a BIG difference. Talk about QI, make it part of your discussions, this creates a presence and a culture shift. Go for it! It is fun.*