



Quality and Commissioning Team HEE

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Which change ideas did you test and what did you learn from them?

When we started the project one of the first things the project team did was to seek information and feedback from all Q&C colleagues. From those ideas we then tested the following. Along the journey we sought feedback from the team.

- Change to Team Huddle as follows:
 - Change of format to make it less formal and more light-hearted
 - Team checked priorities and any support they needed
 - Introduced life hacks and thought of the week
 - Tried to make huddles more developmental, offering shadowing opportunities
- Introduction of monthly coffee roulette

What changes have you seen in the team?

- Well-being discussed more openly
- Meetings more interactive and light-hearted
- Increased clarity on each other's workload
- Opportunity to offer support
- More social interaction using coffee roulette
- Relationship building

What are your reflections on taking part in the project?

- It's given us the opportunity to reflect as a team on what is not working well and how we could implement positive changes
- It made us more aware of how other people are feeling in the team
- It made us more engaged and supportive of each other
- More importance placed on getting to know each other
- Need to maintain well-being conversations
- Need to maintain sense of humour
- Recognising new way of working, more virtual and the importance of keeping conversations happening

What challenges have you faced in this work?

- Recent changes to team structure and alignment of team functions
- Engagement at times due to workload
- Still learning to manage in a virtual world
- Culture of 'busy' hard to get team to take a break at times to focus on well-being

Looking at the future:

- Revisit team huddles or how we manage and get the best of these moving forward
- Remember it is not a competition on who is the busiest, encourage work smarter, not harder, ask for help!
- Encouraging the 'fun' aspect' of work and recognition that we can take breaks, re-creating what we would do face to face if we were in the office, e.g. a chat while making a cuppa
- Better work life balance and utilising home working to its advantage, encouraging a walk, exercise etc.
- More emphasis on sharing transferrable skills, experience and building on these to strive for continuous development and improvement
- Sharing examples of good practice and lessons learned at future meetings.
- Well-being at top of the agenda item at team meetings
- Encouraging relationship building across teams for example coffee catch ups and working meetings