



## 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