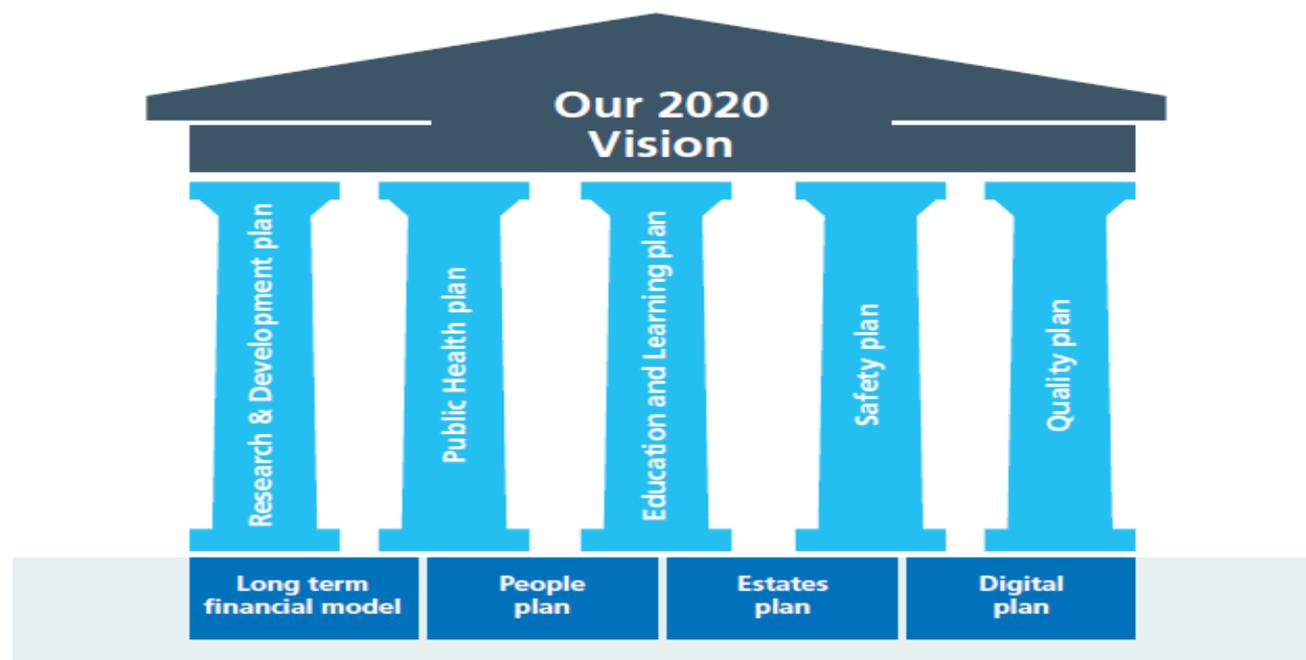


Welcome to SWB TeamTalk

Becoming renowned as the best integrated care system in the NHS...



December 2018

TeamTalk Agenda

- 1.00pm: Tune In: Local and national news – and TeamTalk topic feedback**
- 1.10pm: Learning from Excellence: Patient involvement in audiology**
- 1.25pm: What's on your mind?**
- 1.35pm: Things you need to know**
- 1.50pm: This month's topic: How will you prepare for the full dress rehearsal of Unity?**

The Chief Executive's video monthly post will be issued this week and will reflect TeamTalk feedback.

Tune in – Local and national news

weLearn – annual QIHD poster competition selects inaugural winner

- Congratulations to the winning poster - **Think Drink - Improving pre-operative patient experience** which scooped the first prize of £5,000.
- Over 500 votes were received for the 65 posters submitted to the competition. 13 were shortlisted finalists.

Well done to the runners up:

- Pets are Woof-ing in Stroke
- Improving perioperative outcomes for patients undergoing elective lower gastrointestinal surgery
- A Child Friendly Phlebotomy Service

Thank you and well done to all of the 65 entrants. The posters will now be on display at Sandwell Education Centre and Hallam Restaurant after which they'll tour our Trust. You can see the posters on Connect [Welearn Poster Gallery](#)

weConnect pioneers

Thank you to teams who have expressed an interest. Formal applications closed on 12 December. The final list has been selected through CLE and teams will now start to be notified. The projects will kick off in the New Year.

- Pioneer teams will get some **privileges**, including.... preferential estate and IT queue, access to additional help with communication and team building, some funding.
- The focus on your programme will be on improving engagement within your team towards **our aim of an Engagement rating of 4** and reduced dissatisfaction among employees.

December 2018

Tune in – Local and national news

Fax machines to be banned in the NHS

- Secretary of State for Health and Social Care Matt Hancock has banned the NHS from buying fax machines and has ordered a complete phase-out by April 2020.
- The ban on buying fax machines takes effect from January 2019. They will be phased out by 31 March 2020.
- NHS organisations will be monitored on a quarterly basis until they declare themselves ‘fax free’. From April, NHS organisations will be required to use modern communication methods, such as secure email, to improve patient safety and cyber security.
- In our Trust we have already started the process of being ‘fax free’ with teams across the organisation including tissue viability and the community contact centre completely stopping the use of faxes. Our aim is to phase out all fax communication by 31 January 2019. Any exceptions should be sent to Claire Wilson claire.wilson14@nhs.net .

Further information about the ban is available at <https://bit.ly/2B6ehUh>

December 2018

Tune in – Local and national news

Christmas approach to sickness and annual leave arrangements

Thank you to everyone who is working over Christmas and New Year to support our patients and your colleagues. It's a busy time for us all - your dedication and hard work is very much valued and appreciated. In order to ensure safety for our patients and the smooth running of our services, it is critical that colleagues who are due to attend work do so as planned. The following is a reminder of how we manage attendance in our organisation:

- Medical colleagues reporting in sick should phone their consultant/consultant on call.

Clinical/non-medical colleagues in patient facing wards and departments should:

- In hours - call the ward or departmental shift leader who will inform the senior leader managing attendance for the clinical group (after providing counselling and support)
- Out of hours - all sickness calls should go through the duty manager via bleep or switchboard to their mobile phone.

Colleagues reporting as sick will receive a follow up phone call from a local senior leader during the day time, ensuring there are return to work plans, scheduled return to work interview date/time and where necessary prompt access to occupational health. There will be night to day handover between the duty manager and senior leader at group level by email to follow up sickness calls received at night, as well as a daily executive review of attendance to work and supportive intervention for any hotspot outlying areas.

Short notice leave/requests for alternative leave or changes to the rosters should only be agreed if the full staffing requirements are met for the period.

Keep safe and healthy over the festive period and thank you for your commitment to our patients over this period. Thank you for your hard work.

Judging of the annual Christmas decorating competition is tomorrow - 20 December. The judges will make their way to all the teams who have requested a visit. Good luck!

December 2018

Feedback from last month's topic

As part of our ongoing programme to improve face to face communication within teams, last month we asked you to discuss:

- How you will ensure face to face communication is happening regularly with all your teams? Everyone should have the opportunity for a face to face conversation with their manager at least once a month.
- How you will ensure colleagues who work at night are accommodated?

Your feedback told us that:

- There are well established and regular channels of communication in most teams including but not limited to daily huddles \ briefings, monthly one to ones and team meetings as well as regular monthly senior team meetings. Staff feel that these offer good opportunities to communicate with colleagues.
- There are opportunities for development where teams span sites or are predominantly community based as the opportunities to communicate outside of formally planned and scheduled meetings are limited and can lead to colleagues feeling isolated.
- Where teams have equivalent nightshifts, they are offered the same opportunities to meet, managers will also often switch shifts and work a night to offer an opportunity for colleagues to meet in person

Learning from excellence:

Patient involvement in audiology

Fiona Bowen, Audiologist



How can patients get involved?

- Online patient experience survey
- Suggestion boxes
- Sad/ glad boards
- ***COMING SOON*** Token boxes

Online Patient Experience Survey

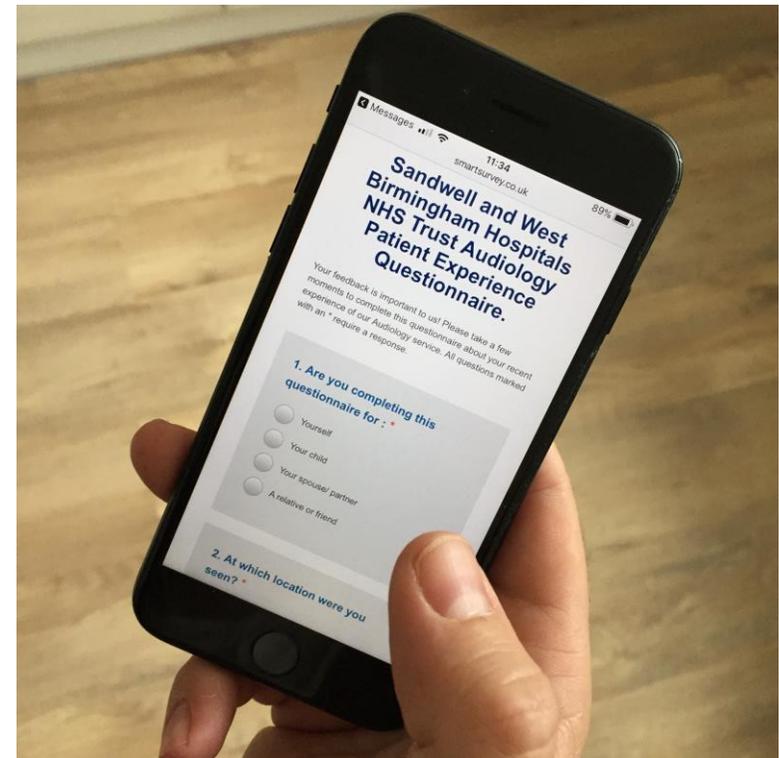
- The problem with paper questionnaires...

PROS	CONS
Cheap	Time consuming
Open to all	Data requires manual input
Requires little/ no skills to complete	Written comments difficult to interpret/ illegible
	Biased responses
	Low response rate <10%

- Could online surveys provide a better outcome?

Online Patient Experience Survey

- How did we design the survey?
 - Smart Survey
- What questions do we ask?
 - Who is completing the form
 - Location seen
 - Satisfaction levels
 - Suggestions
 - Friends and family
 - Equality and Diversity
- How do we send to patients?
 - 100 patients randomly selected
 - Microsoft outlook



Online Patient Experience Survey

- Reports
 - Smart Survey
 - Response rates
- Publishing
 - Posters
 - Email
 - Website
 - Outcome letters
- Action Plans
 - Staff Meetings
 - ‘You said, we did’

Audiology Patient Experience Survey Results*

February- April 2018

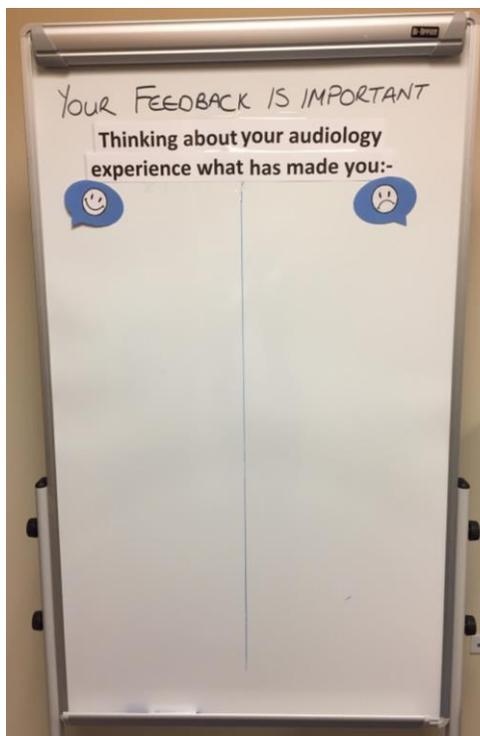


Other ways to gain feedback

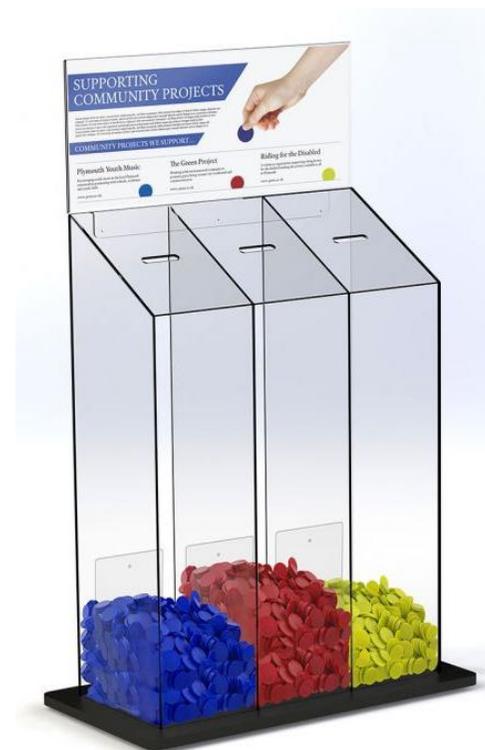
Suggestion Boxes



Sad/Glad Boards



Token Boxes



What have we learned?

- Patient feedback matters
 - Not necessarily face-to-face!
- Importance of engagement
- Importance of communication
- SMALL CHANGES MAKE BIG DIFFERENCES

Advice for others..

- DO IT!
 - Cost effective
 - Not time consuming
 - Boosts morale
 - Patients can see their voice is being heard

Questions?

fiona.york@nhs.net

Hearing Services Centre, City Hospital

Ext: 4875

What's on your mind?

Your opportunity to raise any issues or
ask a question.

December 2018

Feedback from November's Q&A sessions

It appears now that reception colleagues are unable to book the ambulance for outpatients. What is the process as they used to be able to do this before?

If the patient is ready to go home after an appointment the reception staff should phone the ambulance. If the patient requires transport for a future appointment then the patient should call the ambulance themselves.

weConnect engagement programme - concerned that teams that are not engaged will not put themselves forward to be a pioneer team.

When applications opened we received expressions of interest from a variety of teams. We are confident many teams will have the opportunity to put themselves forward in the coming year.

Will patients not be allowed to smoke on the premises all?

No they won't, the smoking ban will cover all Trust premises.

What is the policy around vaping?

Public Health England has said that vaping poses only a small fraction of the risks of smoking and switching completely from smoking to vaping conveys substantial health benefits. The Trust board has agreed that vaping will be permitted but only outside our buildings.

December 2018

Things you need to know – from our Clinical Leadership Executive

Safety: Basic life support training – 100 per cent compliance by Christmas

- All managers must review your teams' training information and ensure you have a plan for everyone to become compliant by Christmas
- If any records appear incorrect, inform the learning and development team at swbh.landdd@nhs.net
- Please ensure your cascade assessors submit registers within 24 hours of training.

Basic life support training is mandatory and therefore anyone who does not complete their training before Christmas will be required to meet with their manager by 11 January to discuss reasons for non-completion and agree a plan to achieve this. Failure to complete the training following this may result in disciplinary action. Remember the practical assessment is less than 5 minutes and e-learning is only required every 2 years (see the guide here)

<https://connect2.swbh.nhs.uk/learning-development/mandatory-list/>

Public Health: Our journey to becoming smoke free

On 17 December we marked 200 days to go until our sites go smoke free. We'll be raising awareness through messages to colleagues, patients and visitors to the Trust to encourage smokers to take advantage of the opportunity to quit now, in advance of the ban which comes into effect on 5 July 2019 – our 71st birthday. People who smoke have an opportunity to feedback their thoughts on how we offer the support they need, through a survey currently on Connect. Please complete it .

Finances: Still going strong

We have secured over £15m to invest in the city site to manage the delay to Midland Met. Meanwhile, our in-year income and expenditure budget is running to plan. That means we will secure additional money from the NHS as a "bonus". Our forward financial plan for 2019-20 focuses very hard on standardising non-pay expenditure and on treating more patients safely and thereby receiving more income. Liam Kennedy is leading the income programme and if you are unsure how it impacts your service please contact him or your Group Director of Operations.

Managing A&E and our wards safely for staff and patients

We are not seeing more patients arrive than expected. Between Monday night and Thursday we have improved our discharge volume and timing. We have work to do in three ways if we are to reduce the risk of mistakes: Firstly we need to extend discharge excellence to seven days, secondly we need to ensure all of our empty adult beds are in assessments units by 9pm to reduce overnight moves, and thirdly we need to ensure that we roster and staff our A&E departments and support those teams from our specialty teams. We are still within our agreed bed base and external clinical review suggests that we have all of the right ideas and energy to deliver great care for our patients. Please ask for the advice and help you need because winter can be better.

TeamTalk Topic

How will you prepare for the full dress rehearsal of Unity?

The full dress rehearsal (FDR) of Unity will take place in clinical areas during the week starting Monday 11 February. Twenty-six teams have been identified to take part and have been contacted. The full dress rehearsal is a complete run through of all activities that will take place when we go live with Unity. It is used to identify issues and drive out risk and ensure we're ready for go-live.

This month we would like you to consider how you will ensure you are prepared for FDR. These are some of the things to consider.

- There are just over 2,000 colleagues still to be trained. **You must ensure you and your teams are trained by Thursday 31 January.** For further information and to book your training visit Connect <https://connect2.swbh.nhs.uk/trustindigital/unity/unity-training/unity-end-user-training/>
- If you or your teams have attended end user training, keep your knowledge fresh by using the Unity Play System (bed management element, Capman is currently not included).
- You must also be aware of all the areas taking part in FDR

If you are part of FDR you will:

- Have to attend workshops and face to face briefings
- Read the briefings on Connect
- Understand the impact to your area
- Understand what support will be available and the support you require
- What equipment will be used in your area and allocate appropriate space
- Consider backfill and associated costs

Any issues must be raised via your normal channels. For info about FDR contact swbh.trustindigital@nhs.net