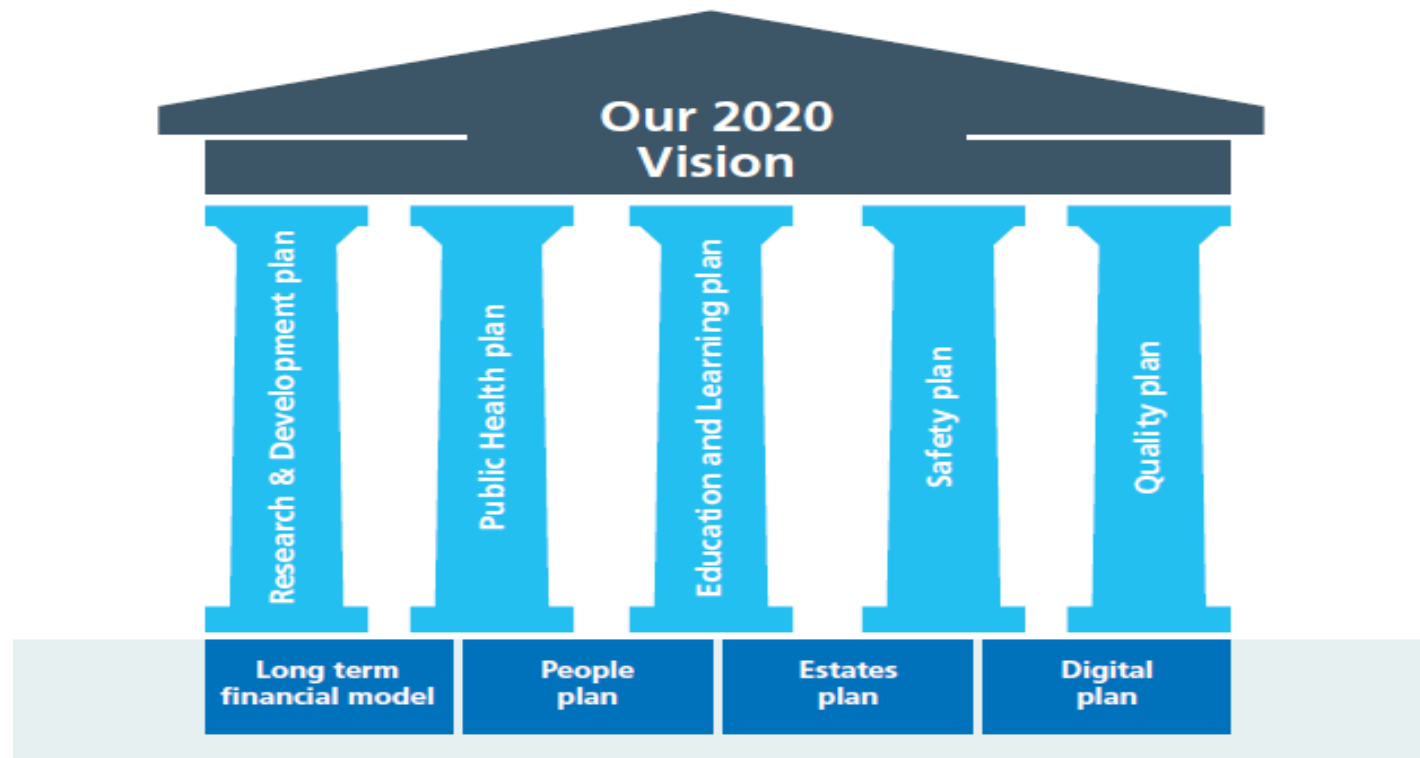


Welcome to SWB TeamTalk

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



TeamTalk Agenda

1.00pm: Tune In: Feedback, Local and national news

1.10pm: Learning from Excellence:

Research Project, Kanthan Theivendran

1.25pm: What's on your mind?

1.35pm: Things you need to know (CLE feedback..)

1.50pm: This month's topic:

Discussing your objectives with your team

Toby's monthly video post will be issued this week and will reflect your TeamTalk feedback.

March 2019

Your questions answered from last time

“Rate my day – This is a very good way of engaging colleagues. How can teams get support/advice to develop similar initiatives?”

Thomas Calderbank is happy to advise colleagues who want to go down a similar path you can email him on thomas.calderbank@nhs.net

Mandatory training – “It is challenging to ensure teams are up to date when they have no access to computers”

It is now possible to complete mandatory training through the e-learning for health website which can be accessed outside of work. Colleagues who continue to experience issues can contact the learning and development team for advice on ext 4794. During 2019 we will set up new cyber cafes to give everyone more access at a time that is convenient to them.

Mandatory training – “what happens if colleagues have two profiles on ESR?”

In most cases you will be required to complete your mandatory training on all your profiles. However, some courses are interchangeable depending on your roles. If you are unsure please contact the learning and development team.

TeamTalk Topic: Feedback from January

Last month we asked you to discuss flexible working within your teams. You were asked to send back your views on:

1. What do you and your teams mean by flexible working?
2. What could the Trust offer to teams to increase opportunities for working more flexibly, to help manage work life balance. Consider both patient facing and non patient facing teams
3. Are there initiatives in other organisations (NHS or other sectors) that you would like to see SWBH adopt and what impact would it have?

Your feedback has contributed to our flexible working pledge that is launched this month. Thank you for your consideration of the different options available and for putting forward your ideas.

TeamTalk Topic: Feedback from January

Our flexible working pledge

- Last year you were asked to vote on the top priorities for us to work on that would improve your working lives.
- One of the most popular areas was to improve our flexible working arrangements.
- We are now launching our flexible working pledge:

At Sandwell & West Birmingham NHS Trust we pledge to:

- a) Offer part-time working for all jobs unless essential business reasons mean this is not possible**
- b) Ensure fair allocation of flexible working opportunities among teams including reviewing long-term practices to enable others to benefit**
- c) Invite teams to consider seven day working, working from home and annualised hours contracts**
- d) Explore help for staff during school holidays including provision of holiday clubs**
- e) Collect information in one place on reasonable adjustments that are made to accommodate staff needs.**

This pledge complements the flexible working policy that is in place. It is effective immediately, and work will begin to make sure that we comply with (a), (b) and (e) and build plans to deliver (c) and (d).

Tune in – Local and national news

We win (back) contract for school nursing service in Sandwell

- Good news! We have been selected by Sandwell Metropolitan Borough Council to provide school nursing services across the borough for the long-term.
- This is welcome news and comes five years after we lost the contract, demonstrating how much our health visiting and maternity services have improved, winning the confidence of decision makers.
- Our involvement in primary and secondary schools offer a **huge opportunity to influence the future of health outcomes in our area.**
- We are all encouraged to think about the role we can play in our local schools including **work experience, mentoring, career development and promoting healthy behaviours.**
- We want to develop our offer to support the physical and mental health and wellbeing of children and young people, just as we do in the early years of life.
- We are looking forward to welcoming new colleagues to the Trust to deliver this new opportunity.
- **Contact Amanda Geary or Nik Makwana with your ideas and suggestions.**

Tune in – Local and national news

Retiring faxes and banning beeps – national policies announced by Rt Hon. Matt Hancock MP

- Neurophysiology's fax machine retired on March 31st (as you may have seen in Toby's Friday message). ALL fax machines will leave us by March 2020. So, by July 2019, a retirement plan is needed for each. This includes when it will go and what will replace it.
- We have in hand a beep replacement plan for the Trust, which we are reconsidering in view of the policy to abolish these arrangements by March 2021 NHS wide. We will have a revised plan by April.

Being ready for Brexit

Weekly comms kick off next week inside our Trust. The weekly project group is coordinating our response to:

- Command and control over the exit weekend
- Ensuring service continuity after EU exit
- Risk mitigation at six and twelve months

The expectation is that we will have eight weeks secured supply for medicines, devices and equipment, with six weeks supply held nationally and distributed. This will carry us through any interruption of distribution routes.

Revised arrangements will be in place for overseas visitors, which will be communicated during March.

Learning from excellence:

What's on your mind?

Your opportunity to raise any issues or
ask a question.

Things you need to know – from our Clinical Leadership Executive

- **Unity:** This month's Full Dress Rehearsal has provided a strong basis for understanding the remaining issues faced in implementing our exciting new Electronic Patient Record system. It is clear we have huge benefits to gain from putting in place electronic prescribing and from reducing duplicate work collecting and re-collecting patient care details. To be ready for Go Live we need to pass certain criteria, which we will test after Easter. In April we will start our 28-day challenge and put in our new N3 connection (HSCN). Between now and then most departments will receive an IT 'healthcheck' to test out remaining issues with Wifi, computers and printers. What can you do to get ready? Have your training!
- **EU Exit:** From next week we will be issuing a countdown briefing to all staff about our readiness for Brexit. The control group which is leading our response are assured about the supply of medicines and devices, as well as fuel and energy. All employees can play a role in making sure we tackle anxieties and myths in our patients as we move towards the end of March. Please do make sure that anyone seeking to confirm their professional registration has done submitted before March 29th at 23.00. It will then be honoured in all transition scenarios.
- The next three months: In addition to these huge changes, we have three other items on which CLE is focused and briefings are covered on the next three slides: **Our Car Parking changes**; the move to **Smoke Free** sites on July 5th and the work we are doing to issue final **director level budgets and staffing levels** by March 22nd.

Things you need to know 3

Car parking

- During 2019 we will be developing our car parking sites so that we can build new multi-storey car parks, easing congestion for patients, visitors and colleagues
- As both Sandwell and City Hospital car parks are built, we will, for some months, lose a significant number of car parking spaces.
- During this period we need to change our driving and parking habits as there will simply not be enough spaces for the people who drive to our hospitals
- Our travel survey is now out and cars have received a leaflet about how to fill this in. The survey includes questions about the options you would prefer the Trust to take, as a result of reduced spaces including:
 - Preference given to people who car share
 - Reducing the availability of car parking passes to people who live nearby
 - Shuttle bus pick ups from train / tram stations
 - Off site car parking for certain colleagues

Please complete the survey to share your views. The Trust's temporary car parking arrangements will be published next month.

Things you need to know 4

Smoke Free: 5th July 2019

- All our sites will be smoke free from 5th July 2019. You will not be able to smoke in your car!
- Vaping will be permitted on our sites but only outside. Smoking shelters will largely be removed but some retained and converted into vaping shelters
- **We are committed to supporting people to quit and will continue to offer support through free NRT and paid time to access stop smoking clinics. Roadshows with vaping products will be on site from March 2019.**
- Clear information will be provided to patients, staff and visitors. We will not be accompanying patients off site to help them to smoke. We will be providing Nicotine Replacement on admission.
- **People who contravene the ban will be fined £50**, (that can be reduced to £25 if paid within two weeks). Persistent fines for staff will result in disciplinary action for ignoring a reasonable management instruction.

Guidance has been developed for staff that will be shared over coming weeks that includes information on taking smoking breaks, disciplinary action if you receive three fines and our offer to patients who smoke. **Use the time before the ban to prepare yourself and your teams for the ban. Discuss it in your team meetings and 1:1s. We are trying to support people to cut down, vape or quit.**

Things you need to know 5

Agreeing directorate budgets from April 2019 to March 2020

- All directorates have now received their draft budget allocations for 2019/20 and have had an opportunity to identify any issues or concerns. This includes investment requests. We would expect to make £15m of new investments (so, we are not poor...)
- Final budgets will be confirmed by March 22nd 2019 giving budget holders the ability to track non-pay, pay and income from the start of the NHS year.
- These budgets include staffing levels which we believe are safe, and typically exceed the standards set out by regulatory bodies.
- Agreeing a balanced budget will bring benefits including a massively slimmed down recruitment approval process for vacancies in established posts.
- Our non-pay spend will be managed strictly in line with our Standing Financial Instructions (SFIs) and proper use of our financial system for ordering goods, receipting goods receiving and payment of invoices.

If you have any queries or questions about your budgets contact your directorate clinical director, directorate general manager, matron or executive director (if you are in a corporate area). The budgets are not a secret, you can see them!

TeamTalk Topic: Discussing your objectives with your team

The time for setting personal development reviews is fast approaching. All PDRs must take place between April and June 2019. You need to book your date and record that electronically by the end of March. You can get into ESR direct or use the link on the Connect homepage.

Your PDR will allow you to rate your performance in 2018/19 (1,2,3 or 4) and re-assess potential too, linked to our training plans and investments (D, C, B and A). Please reflect on the moderated outcomes last year and remember if you are not compliant with your mandatory training you can only rate at 2 or 1. There's still time!

Please use the TeamTalk time to discuss objective setting. To inform your individual objectives we are asking you to discuss as a team what sort of things you are trying to achieve in 2019/20. Please consider:

1. What are the Trust's key priorities for the next twelve months? (the next slide gives you a clue..)
2. What do you want to achieve as a local team by March 2020?
3. How can other members of your team help you to deliver your goals in the next twelve months?

In feeding back, please identify one thing that your team plans to achieve in the year ahead. You might want to consider what you have submitted as your welearn priority for the next twelve months from your QIHD.

TeamTalk Topic: Our priorities 2019/20

- 1. We will go live with Unity in the next few months.** That moves us decisively to becoming a digital organisation. We are not just putting paper processes onto computers. We want to use the year to improve processes and reduce the time it can take to do simple things, releasing time for patient care.
2. The Trust launched our first Public Health plan in 2014 and we have made big changes since, around asthma care, apprenticeships, and alcohol mis-use. **In 2019 we go Smoke Free. And Unity means we can ensure Making Every Contact Count is a routine part of every patient contact.**
3. We are planning **to treat a lot more patients** (10%+) in the next twelve months, especially in surgical disciplines. And to speed up the pace of reports from radiology, in which over £1m is being invested. Every team needs to be ready to play a part in our new Production Plan. In emergency care we are determined to cut waits and improve quality.
4. Being fully staffed is an important objective for us. That means improving retention, tackling long term sickness, and filling vacant roles faster. All of that means we want to **improve engagement** and influence among 7,000 colleagues as part of our **weconnect** programme. We want a just and fair culture in our Trust, in which potential to improve is nurtured.
5. The CQC report will be published soon and show there is more to do, especially to improve acute care consistency. But our biggest priority remains to make sure that the best of what we do, happens trust-wide. So **our welearn work** focuses on making sure QIHD is effective, and other sources of learning have much greater visibility and impact.