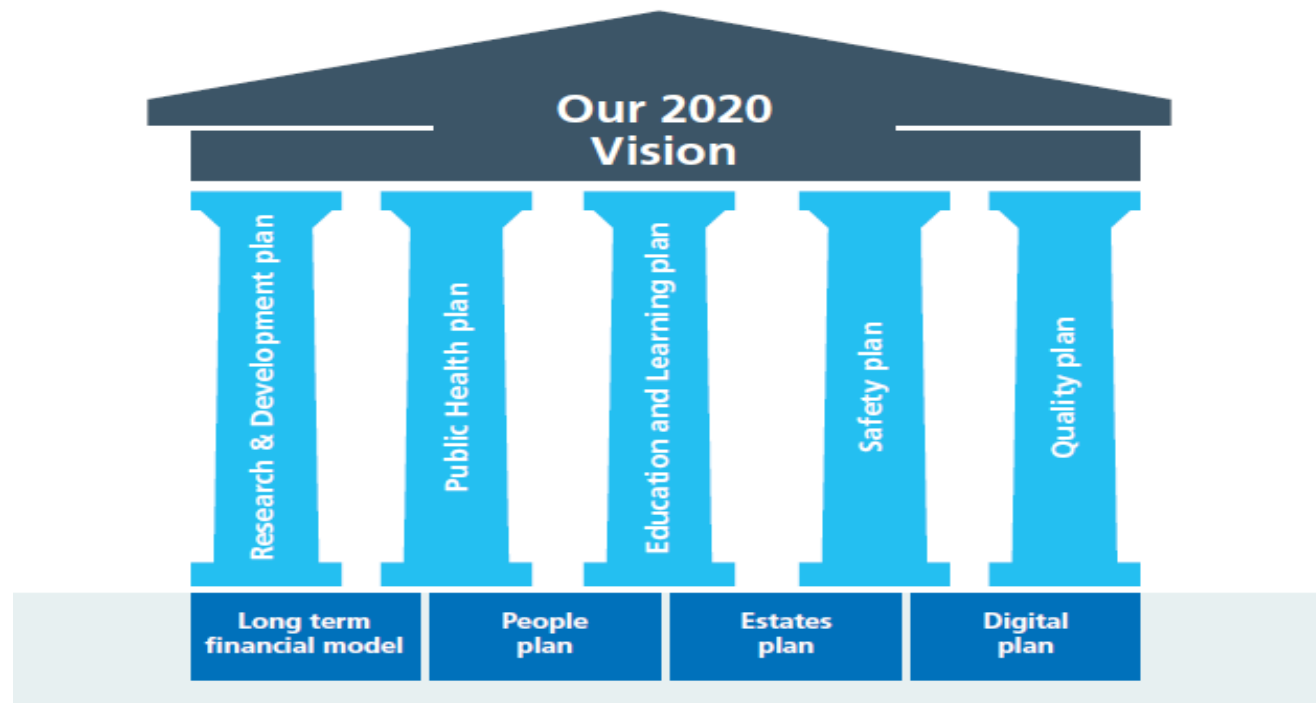


Welcome to SWB TeamTalk

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



TeamTalk Agenda

1.00pm: Tune In: “Focus on digital” & news

1.10pm: Learning from Excellence:

We all get involved

1.25pm: What’s on your mind?

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

1.50pm: This month’s topic: **Reducing our reliance on single use plastics**

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

1. Focus on digital – feedback from last time

Last month we asked you to discuss examples of digital working have you seen in other industries that works well and could be adapted for our organisation? And how you will use the QIHD 28 day challenge to make a reality of Unity where you work?

We also asked you to think about practicalities:

- Electronic pay slips are coming – what support do you need to ensure your teams are able to access their payslips online?
- Fax retirement is coming – has someone in your team taken responsibility for this and is there a plan?
- What issues do you have for our IT health check team who are out and about in April and May?

Your feedback showed:

- Mobile access and the ability to work on the move was a development area colleagues reported alongside smart booking systems which would allow community staff to maximise their visits whilst reducing mileage
- Colleagues are keen to take on electronic payslips but there are concerns that some people may not have the time or the resources to login and access them online. Training and support may need to be provided.
- Departments reported that not only were plans moving forward to end fax usage but they had already removed them and moved to alternative means of communication.
- Wifi and stability is improving but colleagues would like a more prompt response to tickets raised alongside ongoing communication when reporting problems.

2. Focus on digital – your questions answered

IT health checks – how are IT organising the health checks with teams?

All health checks are being booked through ward managers or service leads. If you have not had one booked for your area please contact Poppy Bahia poppy.bahia@nhs.net

Reporting IT incidents – sometimes it is frustrating as you don't get a named contact when you report an incident. Can this be changed?

The reason incidents are assigned a unique number is that anyone will be able to handle your call/query when you are following up for an update.

PDR forms on Connect – some colleagues have found that they are unable to expand the boxes on the PDR forms. It is restricting what they are able to input. Can something be done so more text can be added to the form?

The idea behind the PDR is that the information on the form is succinct and facilitates a good conversation. However don't worry if need to add more information, the boxes on the PDR form do expand when typing into them and your manager will review your paperwork before your PDR and therefore will have seen any additional information required for discussion in the PDR.

3. Focus on digital – fun and learning

Unity readiness

28-Day challenge - This starts on Monday 29 April and will see thousands of colleagues taking part in daily challenges to increase their familiarity with Unity in a fun and collaborative way. Throughout the 28-Day Challenge, and beyond, focus on practising with the Play System, and asking colleagues and trainers for advice if you're not sure of something. You can also use the eCoach in the Play System and the quick reference guides and videos on the Unity section of Connect.

Unity favourite fairs - stay ahead of the game and get your favourites sorted

Will you use Unity as part of your role? If so, then it is **essential** that you attend one of the favourite fairs, which are running from **Monday 29 April to Saturday 11 May**. It will only take 20-40 minutes to set up your favourites – the elements of Unity you will use most within your role. See Connect for further information.

Unity Question Time for doctors

For our senior doctors there is an opportunity to take part in a BBC Question Time style session about Unity on **Tuesday 30 April**. This special evening is to ask questions of the Unity project team and the clinical sponsors. David Carruthers, Medical Director, will take on the role of Fiona Bruce. Registration details are on Connect. Although this event is specifically aimed at doctors, we will be organising follow-ups for other clinical colleagues.

Become a digital champion

Could you be a Unity digital champion? As a digital champion you will help colleagues to use Unity with confidence and support them with any issues. A new digital champion training programme will be launching shortly. For more information about the role please visit Connect.

Brexit

Our weekly bulletin continues to be published alongside the chief executive's Friday Message.
Key messages this month:

- **Brexit Extension** - The Government has now agreed with the EU a further extension of the Article 50 period to 31 October 2019.
- **Deal or no deal** - If the Withdrawal Agreement is ratified by both sides before that date the UK will leave the EU earlier, but in that case it would be with a deal.
- **Updated guidance on overseas charging for NHS services** - on 8 April the Department of Health and Social Care published further guidance on changes to regulations that would affect how costs are recovered should the UK leave the EU with no deal.
- **Updated information on the EU Settlement Scheme** - the Home Secretary, Sajid Javid, and the Secretary of State for Health and Social Care, Matt Hancock, have written to all NHS chief executives outlining the arrangements for the EU settlement scheme that will ensure the rights of EU health and social care staff are protected.

Visit Connect to see all the bulletins along with a jargon buster relating to Brexit health issues.

Star Awards 2019

- Nominations for this year's awards open on Monday 29 April.
- Please take time to nominate your teams and colleagues for the things they do that go above and beyond what is expected.
- Last year we received over 500 nominations and this year we are shooting for even more.
- A new award this year is our green award that recognises individual or team commitments to looking after our planet. Some of you have taken part in our Green Impact challenge so you should have a few real achievements that would be worthy of an award nomination.

See Connect for details on how you can nominate. Nominations are open until 28 June.

Introducing the Star of the Week

- We will be launching this new recognition scheme in May. It will replace the current compassion in care monthly award.
- Anyone can nominate a colleague for contributing towards the delivery of high quality services.

Keep an eye out for more details in the communications bulletin.

Tune in – Local and national news

Wednesday 1 May is Speak up Day

Speak up Day will be an opportunity for you to find out about the different ways to speak up and meet our Freedom to Speak Up Guardians and other leaders.

Our Trust has a strong track record in encouraging people to speak up and there are a range of ways that you can do this including talking to your manager, contacting a Trade Union rep, raising an incident, writing to our Heartbeat letters page, ringing Safecall – our confidential whistleblowing line, speaking to one of our Trust experts (eg Counter-Fraud) or getting help from a Freedom to Speak Up Guardian.

On Wednesday 1 May you will be able to:

- Read the actions that have taken place as a response to issues raised on previous speak up days
- Learn more about the Freedom to Speak Up Guardians – their role and who they are
- Encourage your colleagues to raised issues of concern
- Suggest new ways to support people in speaking up



**SPEAK UP
DAY**

**Find out more in the
communications
bulletin**

May 2019

Learning from excellence:

Weall_get_involved

Dr Bill Thomson

Head of Physics and Nuclear Medicine

What's all the fuss over a Whiteboard?

Staffing

We would like –

- **Staff awareness of departmental issues**
- **Inclusivity**
- **Staff Views**
- **Staff ownership**
- **Avoid rumours**

Staff Involvement



Email?

- **Some staff have only irregular access**
- **Emails often get ‘forgotten’ in general email traffic**
- **Generally not very effective**

Staff Involvement

QIHD ? Very good , but -

- **At a Group level, so not always relevant to all staff**
- **Tends to be 'top –down' comms.**
- **Staff are not involved in the Agenda**
- **Agenda tends to be talks / audits orientated**
- **Not a forum for local departmental issues**
- **Attendance by all staff groups can be poor**

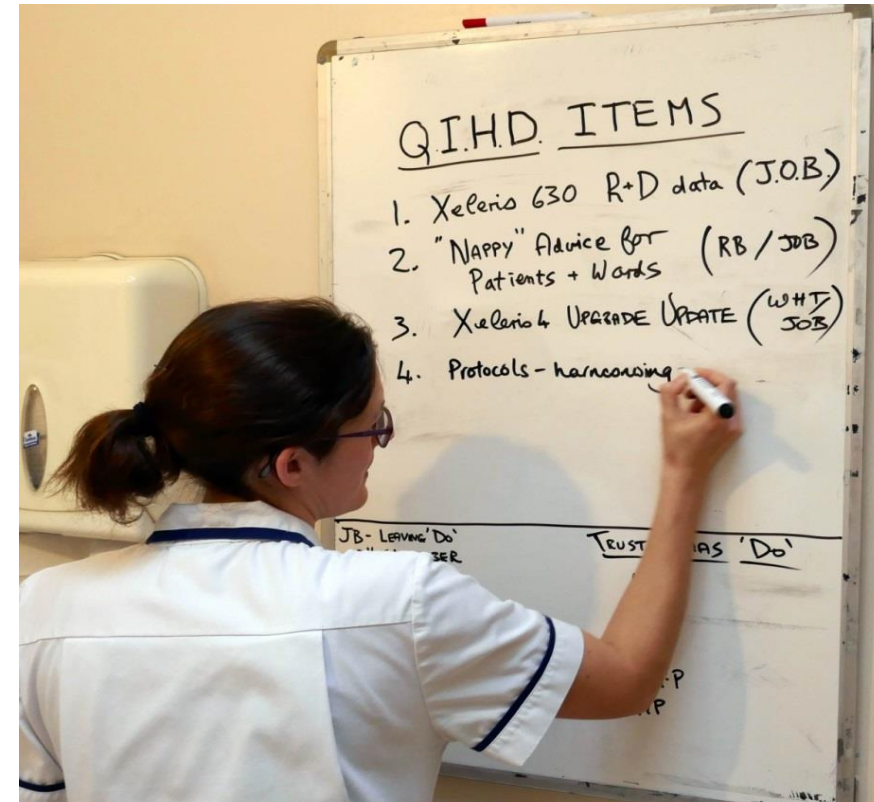
Staff Involvement

Departmental Meetings ?

- At a department level , so more relevant for all staff
- BUT – how to avoid it being a top-down process ?
- How to get all staff involved ?
- How to encourage a team approach ?

Staff Involvement – A Whiteboard

- Placed in the Staff Rest Area (Tearoom!)
- Forms the Agenda for our departmental meetings and local QIHD
- All staff encouraged to put up ideas for improvement / discussion topic
- All topics discussed, and if supported by staff, are taken forward
- Staff can see that they can have a say and it will be listened to
- Is for EVERY member of staff



Why don't we.....?

Wethink
Staff ideas for improvements are encouraged



Wewrite
Put idea on Whiteboard



Wemeet
Join in first part of Imaging QIHD for common issues



NHS
Sandwell and West Birmingham
NHS Trust

Wediscuss
....or quick corridor discussions!



Then
Wedo !

Weemail
Further progress can be by email.....



Wediscuss
Then hold our own local meeting where all whiteboard items are discussed



Weplan
A small group may be asked to consider an agreed item in more detail



White Board - It Works for us !

Directorate 'Your Voice' results

- 90% involvement (10%neutral)
- 80% motivation (20% neutral)



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

- **We are half way to our engagement aim!** Half of our directorates have now completed the new weconnect survey and received feedback reports. We hit our response rate target and have maintained our overall engagement score at 3.86/5, which is up from 3.7/5 last year. 4/5 would put us in the top 20 Trusts in the NHS for advocacy, motivation and involvement. The overwhelming focus is on responding to local feedback with real local action (like our Cyber Cafes..)
- **Next week we will start internal consultation on our new Manager's Code of Conduct:** This short guide to behaviour for those with responsibility for other staff will add to existing guidance, but also be very clear about what CLE wants and will not walk by. This Code directly responds to feedback from staff, and feedback from our FTSU guardians. The document will be issued with Myths and Messages...
- **Our finances remain really strong, thank you to everyone in the Trust:** We have received a 'bonus' payment of £12.5m to reflect our success in meeting, and exceeding, our financial plans. This money will be reinvested in patient care. Next month CLE will agree £4m of equipment investments for 2019.
- **The new 'no-VAF' process is now published:** We have agreed staffing positions with every directorate, including a maximum number of vacancies. We want to now ensure we are recruiting to all numbered jobs in our Trust, and a process for that has been launched. It replaces from Monday other processes.
- **The outcome of the 2018 CQC report is important:** During May our internal inspection teams will be out and about checking on progress since September's CQC visit. Each Clinical Group is also finalising their own 'Well-Led' plan to help the Trust respond to the report.

Weconnect – our engagement approach

WeConnect

Weconnect is our colleague engagement programme which is designed to get a better understanding of how colleagues feel about working at our Trust. This month we have completed our second quarter of surveys:



- Response rates improved this quarter with over **36%** of colleagues responding to the survey, 547 colleagues completed it out of 1536 invited which is up from **29.5%** last quarter
- Overall, the Trust engagement score has stayed the same at **3.86**.
- **Trust** and **Working Relationships** are our highest scoring enablers with **Recognition** and **Perceived Fairness** being our areas for development.
- Within the engagement feelings and behaviours, everything is scoring at a moderate to high level. The two areas of strength for our Trust are **Dedication** (4.05) and **Discretionary Effort** (4.05)
- Directorates who took part will now complete action plans based on the results and quarter 3 surveys are distributed at the end of June.

WeConnect Pioneer Teams

Part of the **weconnect** programme is to have a number of pioneer teams to take part in a 26 week supported programme to improve colleague engagement in their areas.

10 teams have been selected to go forwards in wave 1.

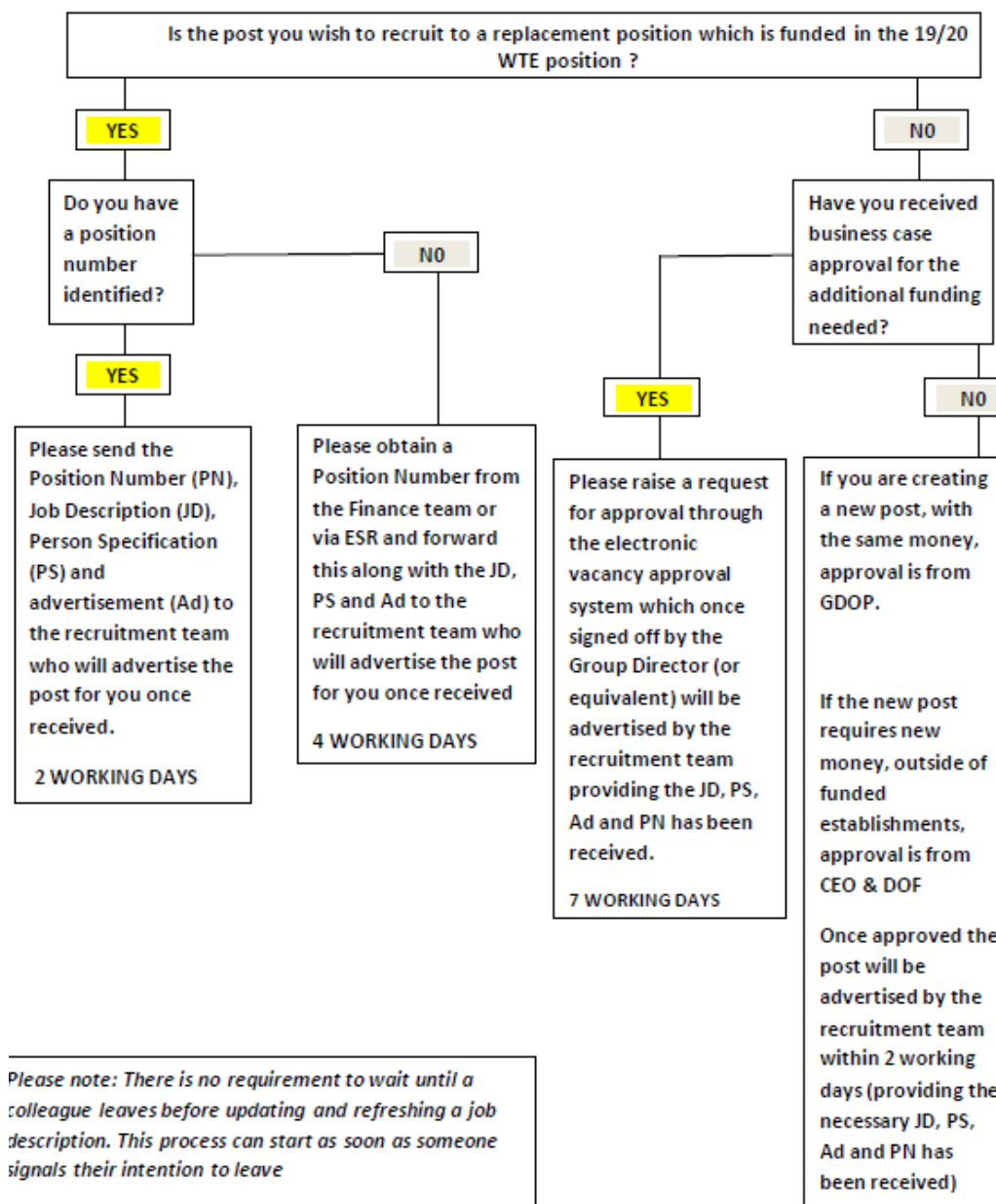
Each team will be matched with a “Connector” who has been trained in the **weconnect** programme and will help each team to shape and deliver a bespoke engagement programme.

Pioneer Team
Theatres
Breast Team
City ED
Estates
Health Visiting
PAU City / Sandwell
Pharmacy Operational Management Team
Sexual Health Services
Medicine Therapy and Rapid Response Therapy Services
Informatics Service Support Team

VACANCY APPROVAL PROCESS FLOWCHART (applies to ALL staff, including medical colleagues)



**Sandwell and
West Birmingham**
NHS Trust



TeamTalk Topic: Reducing our reliance on single use plastics – we need your ideas!

Modern global plastics production has increased from 15 million tonnes per year in 1964 to 311 million tonnes in 2014 and is expected to double again within the next 20 years. **An estimated 8 million tonnes of plastic waste enters our oceans each year causing devastating damage to marine wildlife and habitats.**

Microplastics have also been widely documented for their environmental effects and persistence. Although the human health effects of plastic pollution is not yet widely understood it is rapidly becoming an increasing focus of scientific study and concern.

At our Trust, we are committed to reducing our usage of single use plastics and we would like you to discuss in your departments how you take our Trust pledge and reduce plastic use in your department, as well as think of ideas beyond your team or service.

1. **Review the use of plastic in your department. Look at how your stock arrives and what you send out**
2. **What can we change, are there any alternatives?**
3. **What support do you need to make this change happen?**
4. **What other ideas do you have for how the Trust can reduce single use plastic?**