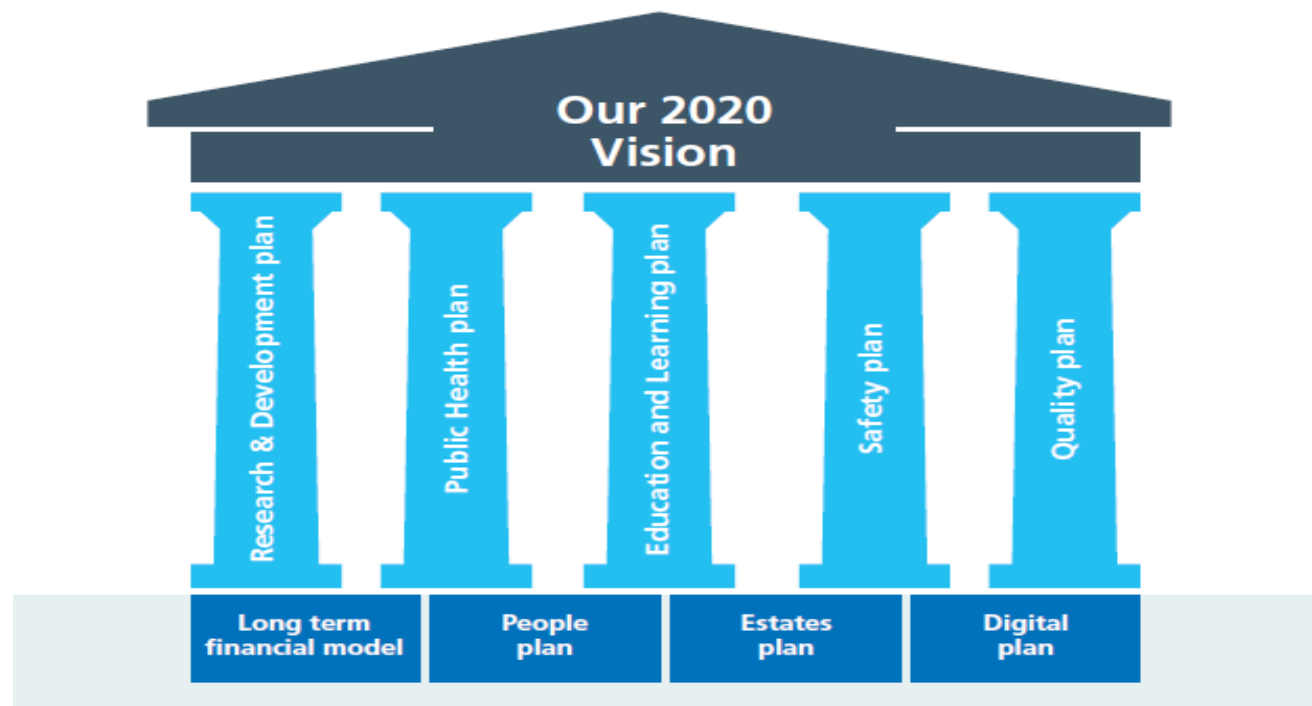


Welcome to SWB TeamTalk

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



TeamTalk Agenda

- 1.00pm: Tune In: News from across our Trust and further afield
- 1.10pm: Learning from Excellence: **Security - Working with people with mental health conditions**
- 1.25pm: What's on your mind?
- 1.35pm: Things you need to know (CLE feedback...)
- 1.50pm: This month's topic: **Digital ambitions**

Feedback from last month's topic: changes made due to patient feedback

Across our Trust we have a strong track record at making improvements that are based on patient feedback. Last month we started to develop a list of 100 of these changes. These will all feature in our 2019/20 Annual Report...

We asked you about the changes you have done in your teams. Most teams were able to list a number of changes made locally in response to patient feedback including:

- Wellcomm primary developed in response to children having late identification of communication difficulties.
- Development of patient passports/lanyards for children with complex needs to share information when accessing services.
- Carer packs for relatives of dying patients in hospital (launching 1 April 2020).
- 24/7 patient access to the palliative care service.
- Patient focus groups introduced in the community following patients complaints.

National and regional news – Greener NHS campaign to tackle climate health emergency

NHS England and NHS Improvement has announced the NHS will step up action to tackle the climate “health emergency” this year, helping prevent illness, reducing pressure on A&Es, and saving tens of thousands of lives. This follows the launch of the Climate Assembly UK, which is discussing how the country can best get to ‘net zero’.

- The causes of air pollution and climate change are often the same, so the [‘For a greener NHS’ campaign](#) will help address both. The health and care system in England is responsible for an estimated 4-5% of the country’s carbon footprint.
- Air pollution is linked to killer conditions like heart disease, stroke and lung cancer, contributing to around 36,000 deaths annually.
- A recent study by Kings College London looking at nine English cities demonstrated that on high pollution days there are 673 additional out-of-hospital cardiac arrests and hospital admissions for stroke and asthma, with spikes in ambulance 999 call outs.

At SWB we have signed up to the NHS England/NHS Improvement commitment to reduce single-use plastics. And are working with the local authorities on the clean air plan.

Read more here <https://bit.ly/2vhKY1W>

National and regional news – NHS wide Staff Survey

Thank you for completing your national staff survey at the end of last year. Just over 2,700 colleagues gave their feedback, which is our highest ever number. Our results overall were very average and the engagement score was lower than what we have seen in recent weconnect surveys, which is disappointing.

- I feel that my role makes a difference to patients - 90%
- SWB acts fairly with regard to career progression – 81%
- My manager encourages me at work - 70%
- I am enthusiastic about my job – 73%
- Care of patients is SWB's top priority – 71%
- I would feel secure raising concerns about unsafe clinical practice - 72%
- The Trust acts on concerns raised by patients – 70%

The full report is available to read on [Connect](#). Our **weConnect quarterly survey** is now out to colleagues. The survey is open until Friday 27 March.

Learning from excellence: Working with people with mental health conditions

Lance Bryan
Security Officer

What's on your mind?

From our Clinical Leadership Executive:

1. Coronavirus virus update:

Guidance has now been issued for healthcare workers who have travelled to China and other specified areas/countries (Hong Kong, Japan, Macau, Malaysia, Republic of Korea, Singapore, Taiwan or Thailand). The guidance says anyone returning from China and other specified areas/countries in the last 14 days should:

- Notify their line manager and occupational health manager immediately if they have already returned to work
- If not already at work, notify their line manager and occupational health manager before returning to work

Healthcare workers should not attend a healthcare setting if there is a risk they could spread the coronavirus. Guidance and recommendations from our occupational health team is [available on Connect](#).

The [Connect coronavirus page](#) will continue to be updated with the latest news and guidance. **Our PODs for assessment are now in place near each ED, and guidance has been issued for the triage and treatment of children. If you are unsure of our processes or protocols please ask.**

From our Clinical Leadership Executive:

2. Countdown on for the Midland Metropolitan University Hospital

In two years time we will move into our acute care centre. Maternity, most paediatric care and adult emergency care will be based there, as well as complex surgery.

The site will link to our main education and research centres at Sandwell. Working patterns and job plans will be re-designed to deliver seven day care and no in-week cross site travel.

There is loads to do! 2020 is about finalising that. 2021 about training and simulation. So in 2022 we can commission, plan, move and improve.

The new name, announced on Valentine's Day, this year is all about celebrating our traditions of education and innovation, commemorating this year's launch of Aston Medical School, and making sure that learning and research are central to our future. The University medicine brand is also about recruitment, prestige and profile, locally and regionally.

From our Clinical Leadership Executive:

3. Acting on reported incidents – tackling violence and aggression

- We are now pressing ahead to introduce our body-worn cameras pilot into selected parts of the Trust. This has worked well in other places and if it is successful for us we will expand it for colleagues working in vulnerable or isolating settings.
- The Trust's Risk Management Committee has a cross organisational violence and aggression working group which is overseeing not just these changes but other adjustments to try and tackle V&A issues faced by staff in our organisation.
- V&A incidents reported are a small percentage of our overall incidents. By succeeding with changes here will make a difference to safety but also to the work on incident response at a local level.
- We already have our Mutual Respect and Tolerance policy, but are urgently making sure that our Red Card arrangements are robust and support new powers to exclude given to the NHS last week.

From our Clinical Leadership Executive:

4. Mental health act support

The Trust now has in place clear arrangements to make sure we complex with the law for anyone detained under the Mental Health Act. We have a provided SLA with Birmingham and Solihull Mental Health Foundation Trust. Takesha Sam will be working closely with the liaison psychiatry services to implement efficient processes for all administration relating to patients detained under the Mental Health Act, including rights of appeal.

- Day to day administration of the Mental Health Act
- Ensuring that section expiry dates are dealt with within statutory time frames
- Co-ordinations of mental health tribunals
- Ensuring that any patients detained under the mental health act are aware of their rights
- Provide receipt and scrutiny training across the organisation.

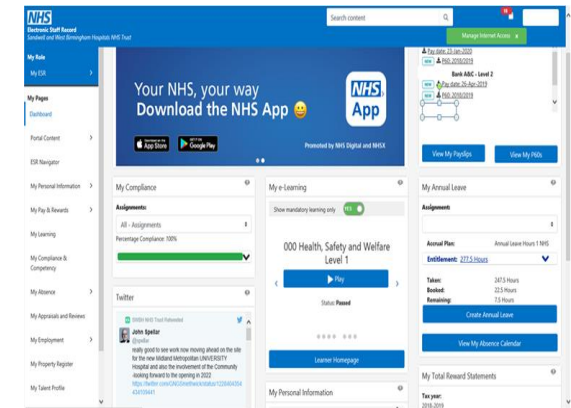
If you are involved in the care of patients under the MHA, or are unsure of obligations under DOLs, or the MCA, please raise your voice. We want to hear from you!

From our Clinical Leadership Executive:

5. Mandatory training

- We want 95% of employees to be fully compliant with their statutory and mandatory training. Currently (week commencing 17 February) 64% of individuals are fully compliant. Most people are missing one.
- Individuals – check your ESR record, from your portal page and complete all outstanding mandatory training. Your PDR score will be no higher than 2 unless you comply by 31-3.
- ESR notifications and the 100club report identify training that will be going out of date within the next 4 weeks – moving forwards..... please complete mandatory training before it goes out of date.
- Doing your mandatory training is a requirement of employment at the Trust. Please crack on now and help make us all safer...

ESR Portal – for all employees



100 Club Report – for Managers

| Mandatory Training | Required | Assigned | Valid to | Compliant | Number of Modules Completed | Number of Modules Non-compliant | Number of Modules Due to expire in next 4 weeks |
|--------------------|-----------------------------------|----------|------------|------------|-----------------------------|---------------------------------|-------------------------------------------------|
| 1 | Health & Safety | Yes | 10/06/2019 | 10/06/2022 | 11 | 0 | 0 |
| 2 | Equality & Diversity | Yes | 23/09/2019 | 23/09/2022 | 11 | 0 | 0 |
| 3 | Fire Safety Workshop Training | Yes | 25/07/2019 | 04/07/2023 | 11 | 0 | 0 |
| 4 | Fire Safety Theory | Yes | 25/07/2019 | 24/07/2023 | 11 | 0 | 0 |
| 5 | Health & Safety | Yes | 26/06/2019 | 19/06/2022 | 11 | 0 | 0 |
| 6 | Infection Control L2 (clinical) | Yes | 10/07/2019 | 09/07/2020 | 11 | 0 | 0 |
| 7 | Data Security Awareness | Yes | 10/07/2019 | 09/07/2020 | 11 | 0 | 0 |
| 8 | Moving & Handling L1 | Yes | 10/06/2019 | 09/06/2022 | 11 | 0 | 0 |
| 9 | Moving & Handling L2 | Yes | 10/06/2019 | 09/06/2022 | 11 | 0 | 0 |
| 10 | Health & Safety | Yes | 10/06/2019 | 09/06/2022 | 11 | 0 | 0 |
| 11 | Health & Safety | Yes | 10/06/2019 | 09/06/2022 | 11 | 0 | 0 |
| 12 | Health & Safety | Yes | 10/06/2019 | 09/06/2022 | 11 | 0 | 0 |
| 13 | Preventing Radicalisation (Basic) | Yes | 13/02/2020 | 13/02/2023 | 11 | 0 | 0 |
| 14 | Preventing Radicalisation L1 | Yes | 13/02/2020 | 13/02/2023 | 11 | 0 | 0 |
| 15 | Preventing Radicalisation L2 | Yes | 13/02/2020 | 13/02/2023 | 11 | 0 | 0 |
| 16 | Subsiding Adults L1 | Yes | 10/06/2019 | 10/06/2022 | 11 | 0 | 0 |
| 17 | Subsiding Adults L2 | Yes | 10/06/2019 | 10/06/2022 | 11 | 0 | 0 |
| 18 | Subsiding Adults L3 | Yes | 10/06/2019 | 10/06/2022 | 11 | 0 | 0 |
| 19 | Subsiding Adults L4 | Yes | 10/06/2019 | 10/06/2022 | 11 | 0 | 0 |

This month's topic is digital ambitions

Digital ambitions are the technological solutions we plan to implement over the next few years to enable improvements in how we communicate and work, with the aim that we are able to deliver faster and more co-ordinated care to our patients and use technology to support better diagnosis and treatment.

This month we are asking you to discuss with your teams what digital ambitions you have to support your patient, their carers, your team, and the health and social care partners with which you work:

- Do you have any ideas which may be able to be implemented fairly easily and quickly (a 'quick win')? Such as improved clinical communication across the Trust using video conferencing.
- What are the strategic ambitions for your team or patient cohort that technology could support you to achieve? e.g. reducing outpatient visits may be enabled through virtual consultations, patient access to their health record, live webchat clinical advice.
- Do you have any new care models or new ways of working that are being developed which may benefit from using new technology or existing technology in a new way? If so, what are these?
- Have you seen an amazing use of technology you would love to see at Sandwell and West Birmingham?