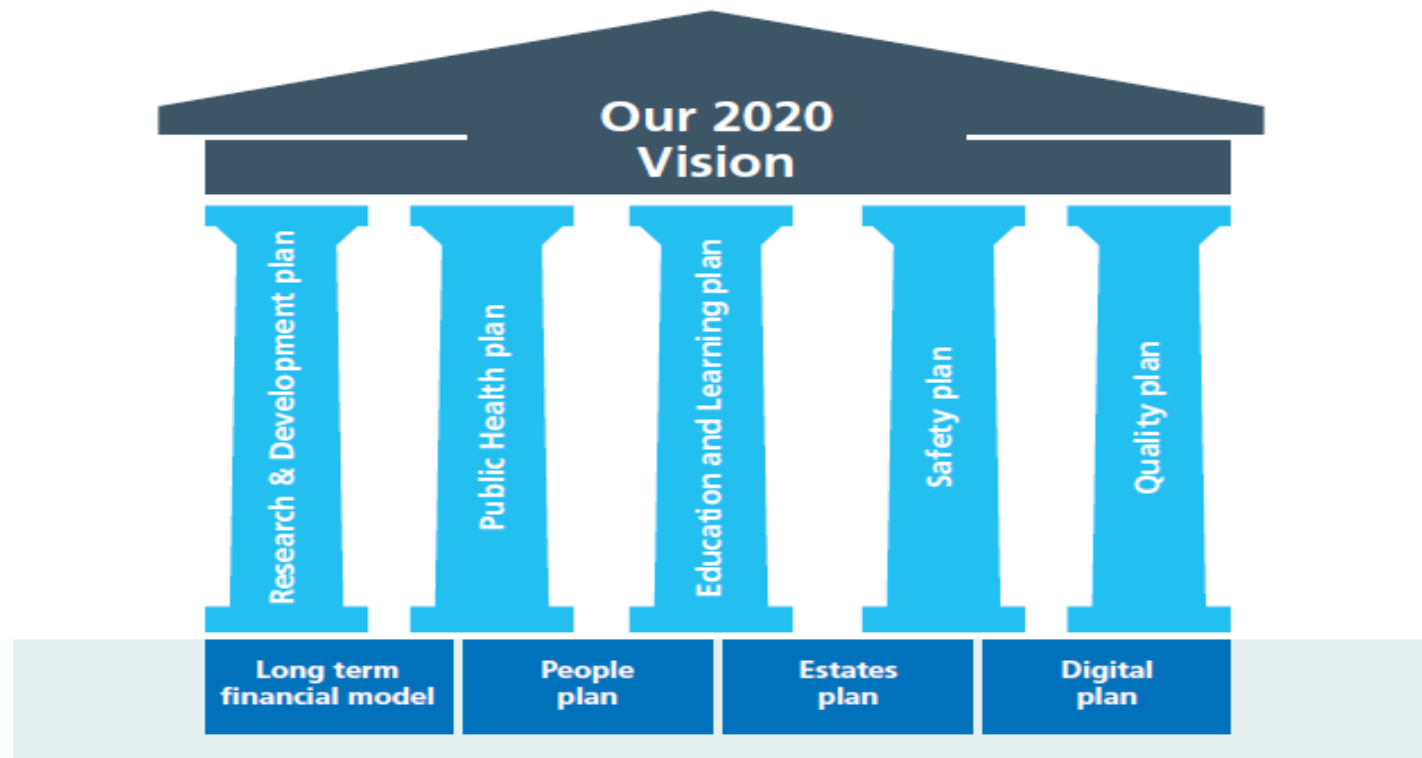


Welcome to SWB TeamTalk

WHILST MANAGING A PANDEMIC, KINDLY

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



TeamTalk Agenda

1.00pm: “Not just Covid-19” briefing

1.10pm: Learning from Excellence:

How porters have embraced Unity

1.25pm: COVID-19: Surge and beyond

1.40PM: Questions answered

May priorities: weLearn from excellence

welearn from excellence provides a platform for you to recognise new and novel ideas.

The Trust, and the whole NHS, is currently responding on a scale and at a pace never before known due to the impact of the COVID-19 pandemic. **welearn** from excellence will capture the **learning** and appreciate the amazing work that our colleagues are delivering today and every day. It will be our key decision making tool for what to keep and scale up as we plan for a recovery phase this summer.

Reporting is quick and easy...

Simply [click here](#) or on the **welearn** from excellence logo on the Connect homepage. You will just need to answer three quick questions:

- Tell us about a colleague or team whose excellence you would like to positively report
- What can we learn?
- Optional: How did it feel to be involved?

All excellence will be positively acknowledged so that colleagues receive recognition and we can share the appreciation and learning across the Trust.

For more information contact Claire Hubbard and the team at the following email address swbh.welearnlfe@nhs.net

May priorities: Mandatory training

We ended 19/20 with 73% of colleagues 100% compliant with all of their mandatory training. 27% of colleagues can only obtain a 1 or 2 in their year end PDR (unless you were booked on face to face training in the last two weeks of March). **All of our mandatory on-line training remains in place.**

We are now moving to convert face to face training to WebEx....

- Safeguarding Level 3: virtual online classes are available – please book via ESR.
- Basic Life Support: cascade assessors are conducting a modified practical assessment.
- Moving & Handling: additional material and a virtual practical assessment are available via local cascade trainers or the central Moving & Handling trainers.
- Fire Workplace Training: a video will be available later this month – colleagues needing to complete this will be e-mailed with details.

The majority of training can be completed via e-learning, however, if colleagues have difficulty accessing e-learning during this time, the tests can be emailed to them for completion.

Requests for tests need to be made via emailing: swbh.landd@nhs.net.

Remember at the end of 2020/21 staff receiving a 3 or 4 in their PDR could be eligible for a financial reward. It pays to get organised!

May priorities: Sorting out the Safety Plan

This is an absolute emphasis for all senior clinical leaders (as set out in the last two or three Team Talks..)

Thank you to the ward teams delivering 80% or better – that's a good start

- Newton 5
- D16 (critical care)
- D21
- AMU 1

The following teams are catching up...D11, Henderson, N4, L4, N1 (crit care), D5, D26, D27, D28, P2, D17, D47, P5

If you are on this list – we have definitely not forgotten you. Delivering at departmental or ward level on the safety plan is part of our Operational Plan for 2020/21. We are working through the freedoms that can come from success and the intervention regime we will implement in July for teams that are still struggling with the Safety Plan or with One-Hour Sepsis Compliance.

Both are key parts of what it means to work and lead here, and will form part of our safety promise to local people as we work through the crisis of public confidence in coming to hospital and using health services...

Learning from excellence: How porters have embraced Unity

Zaheer Iqbal, Portering Manager

Before Unity:

- The Portering Service collected manual requests via phone, fax and bleeps.
- Requests were noted and then disseminated to porter staff using several communication methods.



After Unity:

- Removal of bleeps, radios and mobile phones
- Use of mobile devices (iPods)
- Jobs will be scheduled onto your mobile devices via WiFi connection
- Accept/reject/delay or cancel jobs without calling in to the team leaders

Quick Reference Guides

- Support material on how to use the system
- Workflow & guidance available on the Unity corner
- Electronic copies on the Connect page

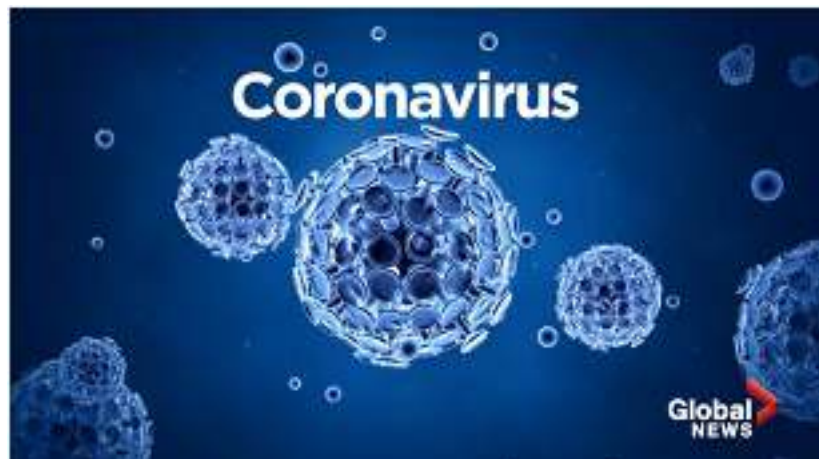
SOPs

- New ways of working for us so we have developed Standard Operating Procedure
- Best practice for the new processes
- Available in the Unity corner
- Available on the Connect page



Impact of COVID-19:

- The Global Coronavirus Pandemic has been a challenge for SWBH & the Portering Services as we are an essential element of the frontline support.
- We have had porter staff working additional hours and also additional support from our Volunteer Blue Brigade.

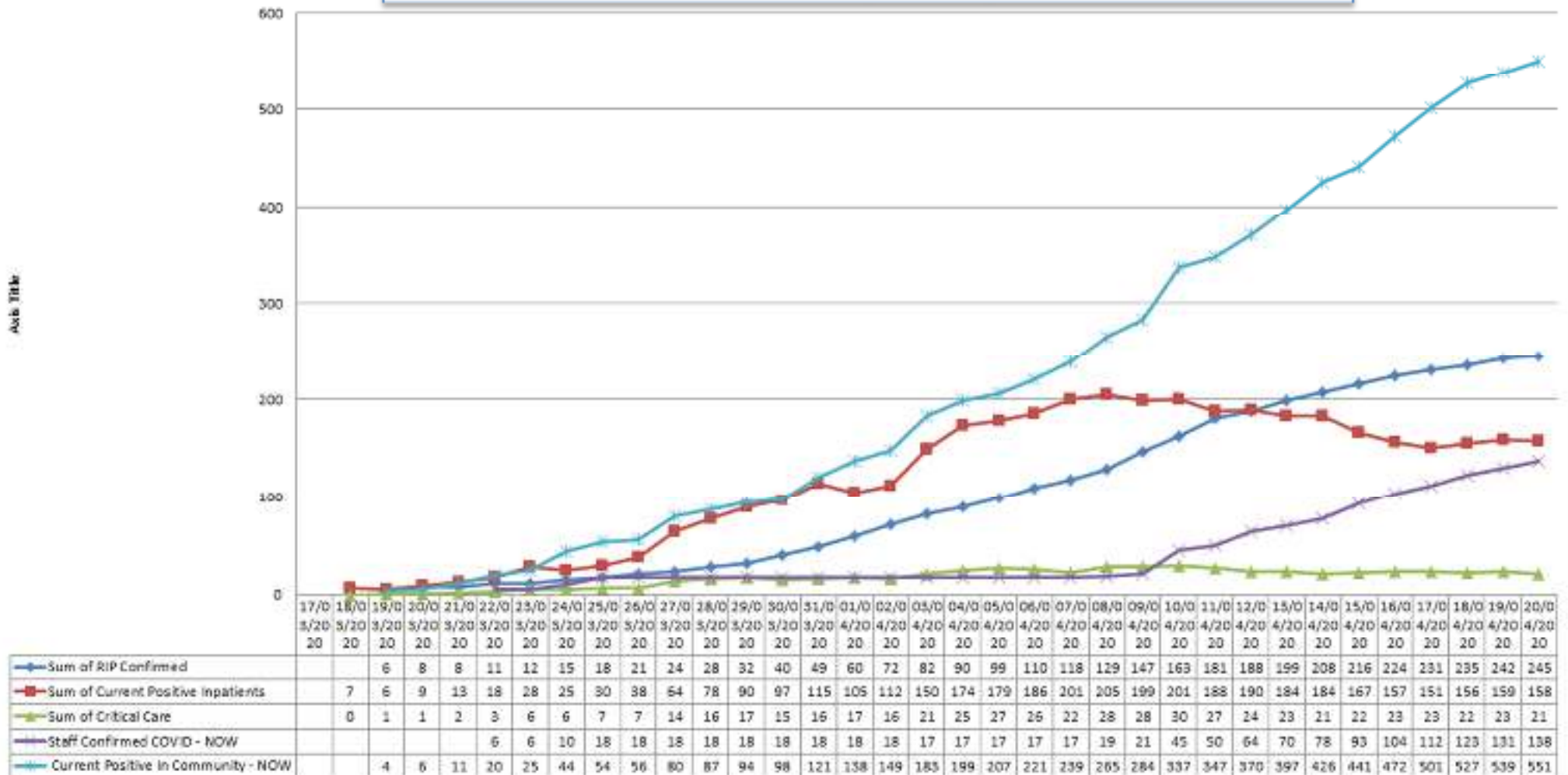


COVID-19: Surge and beyond



COVID-19: Operation Mary Seacole

To Monday 20th April

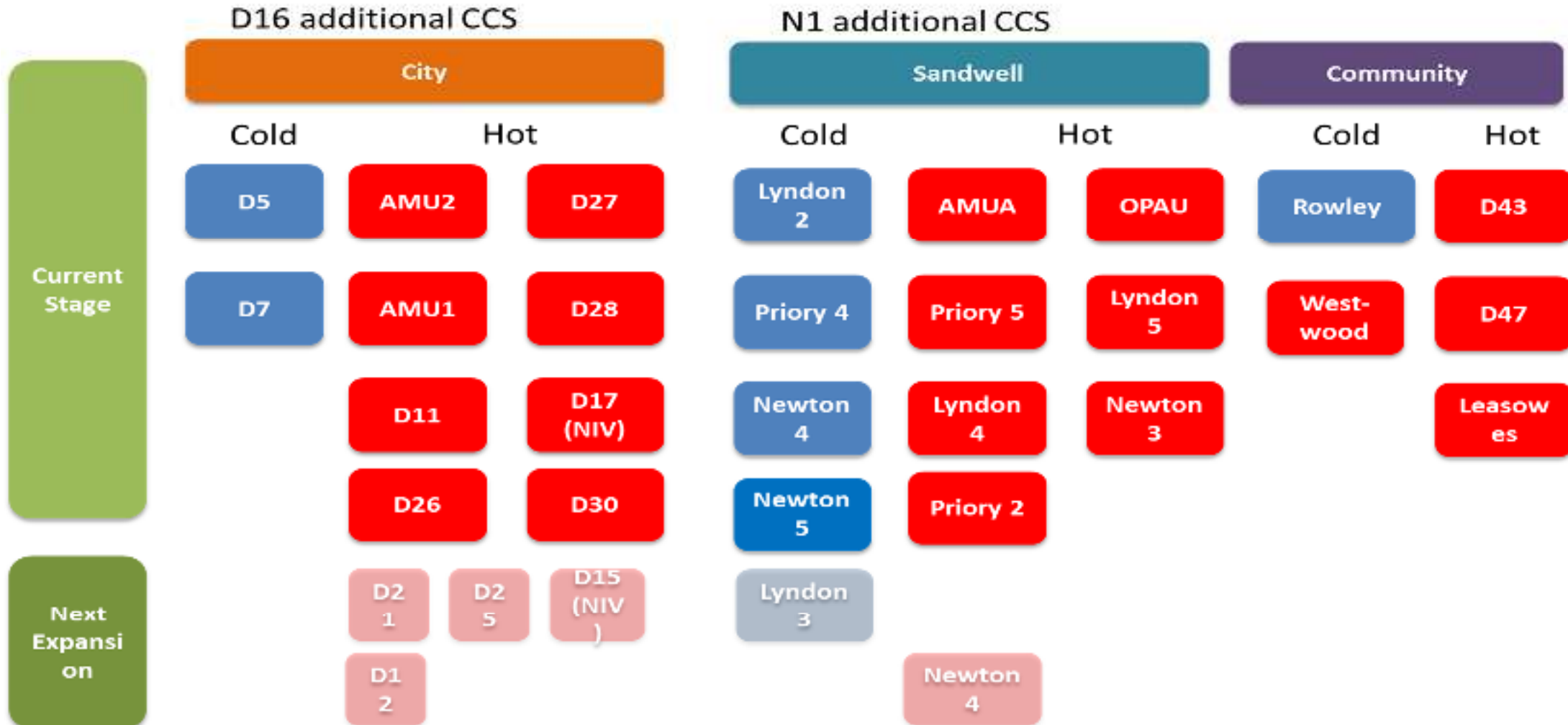


COVID-19: Research and innovation

As a Trust our absolute focus must be on quality of care, and best outcomes:

- Tackling under or late presentation
- Rapid assessment and test turnaround
- Proning and well managed oxygen prescriptions
- Study enrolment, not just in the Recovery Trial but in others...
- Consistent practice between wards, sites, shifts and teams
- Great communication with loved ones and patients to manage care and fear

COVID-19: Silver surge plan delivery



COVID-19: Surge 2 and 3 discussed

May

- Could be lock down as now
- Could be managed relaxation including return to school
- Likely to see poorer social distancing
- Needs to see contact tracing and test access

June

- Likely to see some stand-down
- Vital that we support community shielders
- Surge of need from patients with non-Covid related conditions
- Real urgency from March stand-down of care

July-December

- 'Seasonal flu' and vaccine (s)
- Tracing and testing will have to be sustained
- Critical care and NIV need will remain above what we are have had
- Attention deficit issues???

COVID-19: Gold restoration and recovery

There are two parts to what we are trying to **do** next across Ladywood, Perry Barr and Sandwell:

1. Use primary care reach and disease registers to search for unmet need in our communities, as part of building a more preventative and an anticipatory model of healthcare
2. Open imaging services and other diagnostics to ensure that we can understand the needs to those waiting and triage their new urgency



- a) At scale advice and guidance services
- b) Contact and care tracing services
- c) Some video based outpatient services
- d) Carefully selected outpatient face to face consultations
- e) The creation of the new-BTC
- f) Finalising the Midland Met acute care clinical model

COVID-19: Gold restoration and recovery

In thinking these changes through we need to **consider:**

1. What individuals feel has worked well in their teams and areas, and how that could be adopted at scale across the Trust
2. The relative priority of services in the future model of care, and how we ensure that we work alongside schools, GPs and Care Homes in a very different way than in the past



- Do not assume past or present is future
- Study your 2020-21 budget carefully
- Make sure every patient is on a computer so that scale of recovery can be assessed
- Consider now how a seven day acute service model could be considered
- Remember psychological wellbeing is part of our service offer now

COVID-19: Management by walking about

- 1) Recognise the national effort with all its obvious flaws and pitfalls
- 2) Emphasise the local mobilisation which has met the Surge challenge so far
- 3) Recognise the emotional cost to employees and their loved ones of the work being done and the cost to be borne in the years to come
- 4) Insist on communicating the impact on individuals and teams, listening to what ideas they want to keep, and how we create an integrated response to the challenges the NHS and care sector will now face together
- 5) Be very clear that changed staffing ratios are a temporary expediency and not a Trojan horse
- 6) Discuss openly how we build a bridge between what we have learnt and the opening of Midland Met
- 7) Emphasise that video based care is here to stay, so let's work out how to do that brilliantly

Answering your questions

COVID-19: Support for your wellbeing

Wellbeing offer

The basis for our support offer is our resilience and counselling services. You can access those in the following ways:

- **Personal Resilience Coaching is available via phone / video link.** If you would like to have an initial conversation to see if this might help, please email richard.burnell@nhs.net to arrange a call, appointments are immediately available.
- **Counselling support is free and confidential with external, trusted providers, Kaleidoscope.** Ask for a counselling appointment and leave your phone number on ext. 3306. A counsellor will be in touch. A 'drop in' counselling telephone wellbeing session can be accessed via one of the Trust's accredited counsellors. Linda, Mondays between 7-9pm Telephone 07973664125 and Tony, Thursdays between 7-9pm Telephone 07970225929. We also have an agreement with Health Assured Counselling who provide telephone and video link counselling for all colleagues 24/7 – to access this, please ring 0800 783 2808.
- **The Trust has an extensive all faiths Chaplaincy team** who provide pastoral care and reflective conversation. This does not need to be on basis of faith. The team are here to support us at this difficult time.
- **There is also an NHS wide help offer.** This starts with a helpline number which includes signposting and support to lots of different pathways, including domestic abuse, mental health, coaching and bereavement support. The helpline number is 0300 1317000 or text frontline to 85258 – these are 24/7 services. Check that out via <https://people.nhs.uk/help/>

COVID-19: Ramadan guidance

23 April marks the start of a month of prayer and fasting.

Clearly this year will be different in key respects and our guidance is attached, along with a toolkit used in some other organisations to support making good local arrangements and personal choices.

A map of facilities is attached as well. Our Muslim Liaison Group and other advisors are available to support you.

- [Read the Ramadan guidance](#)
- [Read the toolkit](#)
- [See the facilities map](#)

COVID-19: Personal Protective Equipment

- We continue to have sufficient PPE including gowns, visors, gloves and masks. Please keep up to date with the [guidance on Connect](#). Please make sure you deposit your scrubs with us before you leave the site.
- The Trust is working through how best to support you with breaks, skin protection and other support. When our PPE wardens get to work they will also support teams with 'runner' work to make sure you do not have to disrobe and re-robe.
- We recognise that that is a crucial issue for you. There is more we need to do and we welcome your ideas and innovations.
- The tissue viability team have produced a [useful guide](#) to help you protect and treat your skin from damage beneath PPE. The tissue viability team are available to offer advice to any colleague who is concerned about the condition of their skin from wearing the PPE masks. Get hold of them via tissueviability2@nhs.net or urgently through Lesley McDonagh on 07976 133 426 or Pat Flaherty on 07976 133 427. The team are already visiting red departments to see if there are any colleagues who are concerned about their skin due to the PPE masks.