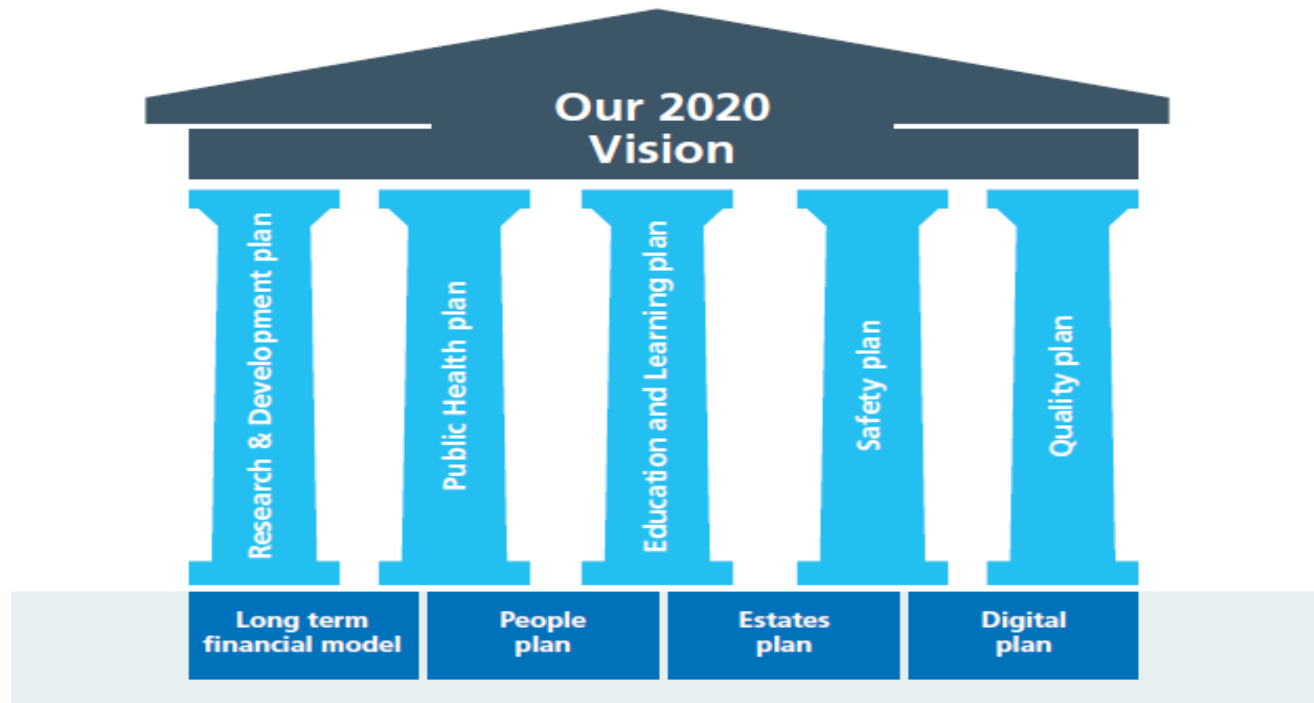


Welcome to SWB TeamTalk

WHILST MANAGING A PANDEMIC, KINDLY

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



TeamTalk Agenda

1.00pm: October priorities

1.10pm: **w**elearn from Excellence

Using informatics to fight the pandemic

1.25pm: COVID-19: Restoration and recovery

1.40pm: Your questions answered

October priorities: NHS Staff Survey

Over the coming weeks everyone at our Trust will be receiving the annual NHS Staff Survey, an ideal opportunity to share your thoughts on how you feel about working for our organisation.

- Data captured through the survey is used to benchmark organisations against similar Trusts, identifying where they excel and where there is room for improvement.
- The results of the national NHS Staff Survey are also used by NHS England to support national assessments of quality and safety. The Care Quality Commission uses the results to inform their Intelligent Monitoring work to help to decide who, where and what to inspect.
- Surveys will be distributed predominantly through email with a small number of colleagues receiving paper copies.
- Please make every effort to complete it. It is only through listening carefully to your comments that we can truly make our Trust a great place to work.
- There are fantastic prizes on offer too, including £200 worth of shopping vouchers up for grabs.
- We had our highest response rate ever last year so let's see if we can beat that.

The survey will be distributed from early October and will be open until the end of November.

October priorities: National Speak up Month

October is Speak Up Month and will see organisations across health and throughout England raise awareness of speaking up and demonstrate their willingness to listen to colleagues.

- This year, the National Guardian's Office is drawing up an Alphabet of Speak Up - from accountability to zero tolerance – there will be films, podcasts, blogs and resources sharing how Freedom to Speak Up is making a difference.
- We'll spend October looking at the alphabet of speak up, with each day identifying a word and what that means to colleagues across the Trust.
- Please use this as an opportunity for discussion with your colleagues and team. Speaking up is an important part of a culture that focuses on safety and quality, and we would like you and your teams to play a part in encouraging these conversations to be part of who we are and how we work.
- The daily communications bulletin will carry more information including appointment slots to meet with our Freedom to Speak up Guardians. You can contact the team by emailing swbh.ftsuguardians@nhs.net

If you would like a one of the speak up team join a team meeting to talk about how the processes work across the Trust, please email Claire Hubbard, claire.hubbard2@nhs.net.

Further information about Speak up Month is available on the National Guardian's Office website <https://www.nationalguardian.org.uk/> #FTSU #SpeakUpABC

October 2020

October priorities: Unity is a year old

Last year on the weekend of Saturday 21 September we went live with Unity, our electronic patient record. This was a momentous occasion for the organisation which saw colleagues from across all professions come together to bring about change to benefit patient care.

A year on

- Many of us are realising the benefits and could never imagine going back to paper records
- Unity has been upgraded to the most current version available
- Having Unity in place during the pandemic was a huge benefit in helping us manage our Covid-19 response
- We are able to provide safer services for patients with improved record-keeping and electronic prescribing

Looking ahead

- Optimisation of Unity remains a key priority
- We want to maximise the benefits and continue to improve consistency of use of the system
- This includes how we use care plans, test ordering and endorsing results, among other metrics that can be looked at
- Keep checking the 'Unity Tip of the Week' for highlights on how to best use the system
- Digital champions and super users still have a part to play

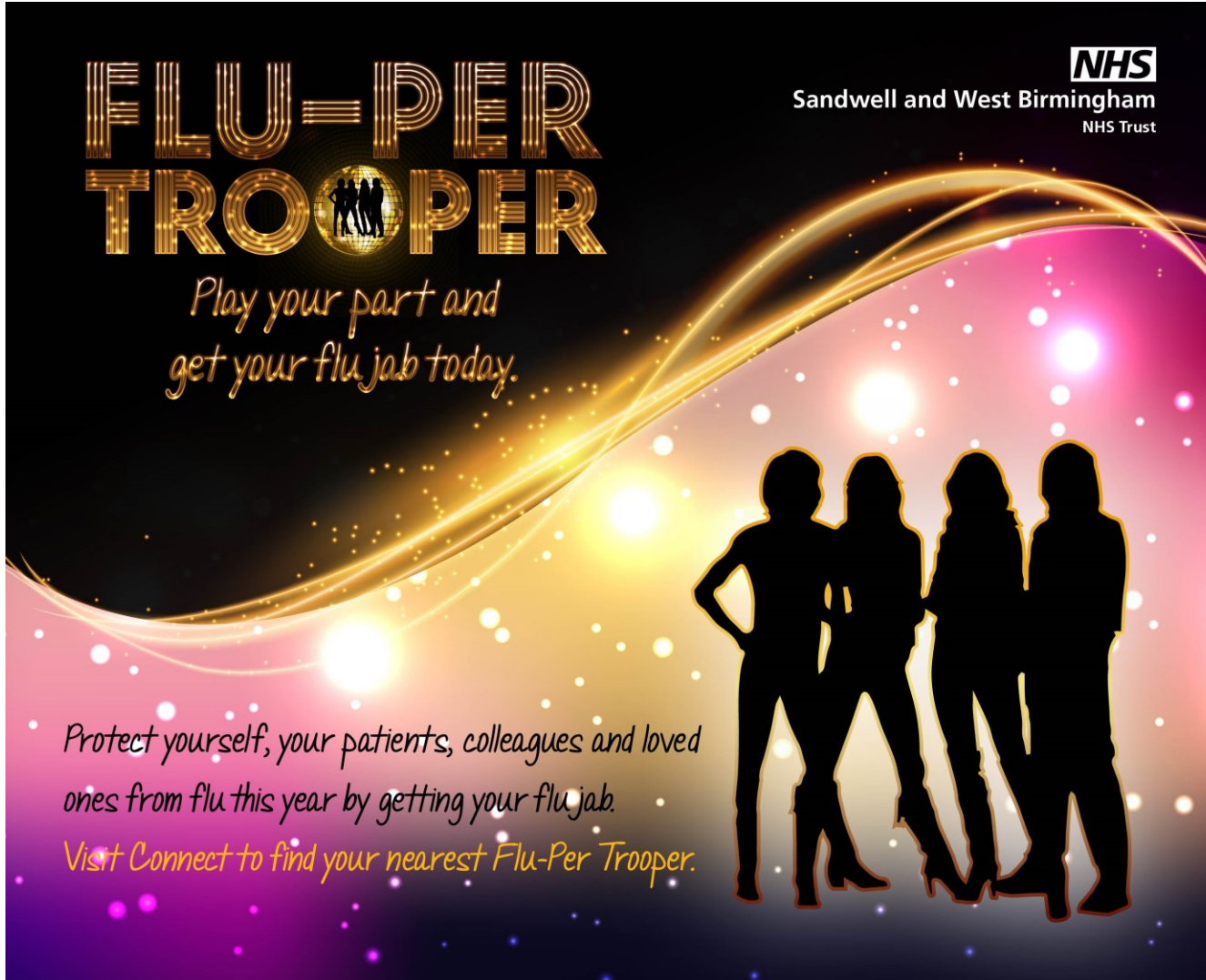
October 2020

October priorities: Flu-Per Troopers take centre stage with the launch of our flu campaign

Our flu campaign launches this year with an all new ABBA inspired theme. We've built an integrated campaign that brings together all disciplines to create a winning flu strategy. Our target is to vaccinate 80 per cent of colleagues before Christmas.

- Flu-Per Troopers (our peer vaccinators) have been recruited across the entire Trust to ensure everyone has the opportunity to have their flu jab. The campaign has buy in from the board to the ward so we're looking forward to making this one of our most successful campaigns yet.
- We're asking that all areas get behind this year's campaign. Flu is a preventable infection and we are keen to ensure all colleagues are protected and ready to tackle winter safely.
- Vaccination clinics will be advertised locally and we'd encourage you all to get your jabs early. It's important to be protected early, to give your body time to build up its defences and to generate some antibodies.
- Everyone that has their jab will be entered into a prize draw to win tickets to see Mamma Mia – The Party Experience in London with money included towards hotel and travel costs.

NHS England/Improvement have written a letter to all NHS colleagues urging us to take the opportunity to have the jab in order to protect ourselves, our families and patients.

A promotional poster for the NHS Flu-Per Trooper campaign. The background is a vibrant mix of purple, pink, and orange with glowing light trails and bokeh effects. In the top right corner, the NHS Sandwell and West Birmingham NHS Trust logo is displayed. The main title 'FLU-PER TROOPER' is rendered in large, glowing, metallic letters, with a small silhouette of three people inside the letter 'O'. Below the title, the text 'Play your part and get your flu jab today.' is written in a cursive font. In the bottom left, a message encourages protection for oneself, patients, colleagues, and loved ones by getting a flu jab, and directs visitors to 'Visit Connect' to find their nearest Flu-Per Trooper. On the right side, the silhouettes of four people (three women and one man) are shown standing together, looking towards the left.

NHS
Sandwell and West Birmingham
NHS Trust

**FLU-PER
TROOPER**

*Play your part and
get your flu jab today.*

*Protect yourself, your patients, colleagues and loved
ones from flu this year by getting your flu jab.
Visit Connect to find your nearest Flu-Per Trooper.*

October 2020

October priorities: weAssure Programme: Inspection

Preparedness Update

We are due a follow-up CQC inspection sometime this year given our current overall provider rating of 'Requires Improvement'. Visits have been on pause during the pandemic but are restarting.

In-house unannounced inspection visits

- Our Trust wide programme of in-house unannounced inspection visits are commencing this week and will become part of our 'business as usual' approach to quality and safety within the Trust.
- The visits will be undertaken by groups of multi-disciplinary staff at all levels including nurses, medics, operational staff, pharmacists, clinical scientists, therapists, facilities staff, executive and non-executive directors.
- If you have not yet put your name down to take part in an inspection visit, but would like to be involved – please contact Ruth Spencer, Associate Director of Quality Assurance

Self assessment toolkit

- A self assessment toolkit designed in line with the CQC's key lines of enquiry will be available for teams to use from the beginning of October.
- The toolkit will enable teams to evaluate their service and also have the opportunity to rate their own services in line with CQC ratings.
- Feedback and headlines, with focus for celebration and improvement, will be extracted from these and will be reported on an ongoing basis.

October 2020

October priorities: weAssure Programme: Inspection

Preparedness Update

Finding out more

- Come and join us at one of our focus groups aimed at providing staff with more information and support in readiness for inspection. We will be holding a series of groups including face to face sessions, WebEx, and drop in sessions. Look out in Heartbeat and the daily communications bulletin for dates which will be circulated shortly.
- We are currently in the process of designing a handbook for all staff which will explain the inspection process, provide top tips on how to improve the quality of our services, and where to go if you need further information.

If you require any further information on any of the above, please contact **Ruth Spencer on 07970 993948 or email ruth.spencer10@nhs.net**

Using informatics to fight the pandemic

**Martin Sadler, Chief
Informatics Officer**

UNITY

FIRST ANNIVERSARY



NHS
Sandwell and West Birmingham
NHS Trust



Allergies documented
67,600



Number of times patient
records opened
4,200,000



Documents Signed
442,492



Results entered into
Assessments / Fluid
Balance
1,100,000



Results viewed in A/FB
2,100,000



Medication doses
administered
1,200,000



Lab tests ordered
419,369



Medications
Prescribed
482,147



Diagnoses
documented
109,200



Average user logs in
5 times per day

Visionable

- Procured and supported the roll out of the equipment to enable clinicians to have video consultations with patients

Webex

- Webex Meetings
 - Enable video meetings between colleagues from anywhere
- Webex Teams
 - Easy messaging, document sharing and video calling between colleagues
 - No phone number needed!

Video patient calling

- iPads deployed to all the wards to enable patients to video call their relatives
- A false start trying to use Facebook messenger, so WhatsApp and mobile phones deployed
- Feedback welcome to help ensure a suitable video calling system is available for all wards to cope with a second wave and support restricted visiting now

Working from home

- Improvements in the Trust IT infrastructure, the implementation of Unity and a rapid deployment of necessary equipment enabled staff to stay safe by working more remotely, and this continues to date

Team wellbeing

- Daily “keep in touch” webex 15 minute briefings with the whole department
 - A Friday fun session for everyone to share more about themselves
- Weekly virtual coffee chat

October 2020

Any questions?

COVID-19: Operation Mary Seacole – New restrictions

On Monday, the UK's COVID-19 alert level moved to level 4, meaning transmission is "high or rising exponentially".

- Extra restrictions have now been brought in including the 'rule of six' with guidance to encourage people to work from home where possible.
- The 'rule of six' now excludes paid or unpaid child care of children under 14.
- The new 'rule of six' means that any social gatherings of more than six people will be against the law.

In addition to national restrictions, there are further restrictions in Birmingham, Sandwell and Solihull.

- Residents in these areas are no longer able to mix with people they don't live with, in their homes or gardens.
- Your household is defined as the people you live with and any support bubble.
- Households that have formed a support bubble with another single adult household behave as if everyone lives in the same house.

These new restrictions have come into effect for Birmingham, Sandwell, Solihull and Wolverhampton to reduce the coronavirus rates of infection.

COVID-19: Operation Mary Seacole – Planning for second surge

We are seeing rises in the numbers of people testing positive for COVID-19 in the community as well inpatients. Our tactical and strategic Covid meetings are addressing our plans to ensure we are fully prepared.

- IPC guidance is changing with the change of Blue to Amber and the introduction of Green wards. The detailed guidance will be shared in the COVID bulletin.

COVID-19: Operation Mary Seacole – Change to IPC classifications

Our guidance on infection prevention and control is changing in line with national guidance. This means that “Blue” becomes “Amber” and we have a new “Green” stream.

In addition, we have a lilac stream which is for patients who have had exposure to Covid positive patients.

The PPE guidance remains in place and the detailed information will be shared in the COVID bulletin.

High-risk pathway	Medium-risk pathway	Low-risk pathway
<p>Any care facility where: untriaged individuals present for assessment or treatment (symptoms unknown) OR confirmed SARS-CoV-2 (COVID-19) positive individuals are cared for OR symptomatic or suspected COVID-19 individuals including those with a history of contact with a COVID-19 case, who have been triaged/clinically assessed and are awaiting test results OR symptomatic individuals who decline testing</p>	<p>Any care facility where: triaged/clinically assessed individuals are asymptomatic and are awaiting a SARS-CoV-2 (COVID-19) test result with no known recent COVID-19 contact OR testing is not required or feasible on asymptomatic individuals and infectious status is unknown OR asymptomatic individuals decline testing</p>	<p>Any care facility where: triaged/clinically assessed individuals with no symptoms or known recent COVID-19 contact who have isolated/shielded AND have a negative SARS-CoV-2 (COVID-19) test within 72 hours of treatment and, for planned admissions, have self-isolated from the test date OR individuals who have recovered from COVID-19 and have had at least 3 consecutive days without fever or respiratory symptoms and a negative COVID-19 test OR patients or individuals are regularly tested (remain negative)</p>

October 2020

COVID-19: Operation Mary Seacole – Home working guidance extended

Our Working From Home guidance will remain in place until 15 January 2021, as we continue to evaluate what is best for colleagues and the services we provide. We will also check whether any changes are needed in light of the governments latest advice on working from home if you can.

- This includes a safe office space review, which is now close to conclusion. As a result the Health and Safety team has written to managers in areas where this has been completed. If you have not yet responded please ensure you do.
- We will maintain contact with colleagues who are shielding and continue to provide support.
- There will also be engagement over long-term working from home arrangements over the coming months. This strategy will reflect learnings from over the last five months and look to put arrangements on a firmer and more contractual footing that will carry the Trust through to 2023. This ensures fairness for existing and new employees and clarity about eligibility and decision making.
- A further survey of working from home arrangements will be undertaken to help to inform our decision making.
- If you do not have the correct IT or other equipment for working from home you should raise this with your line manager in the first instance. You are able to read the policy in full [by clicking here.](#)

If you require any information on the safe office space review then please contact Jacque Calloway on ext 4118.

October 2020

COVID-19: Operation Mary Seacole – Guidance on school closures

Colleagues who cannot attend work (including on-call activity) because of the breakdown of their normal childcare arrangements (due to COVID-19) may have the first day off to make alternative arrangements. This one day of absence will be classed as carer's leave.

- Managers are requested to be flexible to support staff and consider alternative shift patterns/allow colleagues to make up time to enable them to remain working.
- In the event that a colleague is unable to attend work and options to work alternative shift patterns have been exhausted, staff may take parental leave or annual leave/accrued time in lieu. Consideration will also need to be made if work can be undertaken at home.

Test and Trace Guidance Reminder

- If a staff member's child is symptomatic of COVID-19 or tests positive (they could be asymptomatic) then the staff member and other household contacts will need to self-isolate for 14 days.
- If the child is a contact of a suspected or positive COVID-19 person, then the child will need to self-isolate for 14 days, but the parents or close contacts of the child do not need to self-isolate and can attend work.
- The staff member must remember to adhere to social distancing and PPE whilst at work.

This advice should be followed regardless of the results of any SARS-CoV-2 antibody testing and previous COVID PCR positive result. A positive antibody result signifies previous exposure, but it is currently unknown whether this correlates with immunity, including protection against future infections.

October 2020

COVID-19: Operation Mary Seacole – Staff and family swabbing

Swabbing for symptomatic colleagues and their household member/s remains available through our drive through at City Hospital and Little Lane car park at Sandwell Hospital, with capacity for 75 swabs on each site per day.

If you have been experiencing symptoms you can book an appointment for a test by calling the community contact centre on 0121507 2664 option 5 Monday – Friday 8am – 6pm. At weekends call 07817 397 533.

Please do not just turn up!

Note: Family member testing is only open to symptomatic household members.

Test results will be available after 48 hours when the team will call you to give you individual results and those of your family member as appropriate.

COVID-19: Operation Mary Seacole – When and where you should wear your face mask

Following the recent restrictions nationally and regionally as well as a sharp increase in COVID-19 infection rates, we want to remind colleagues when and where they should wear their face masks.

- **Non-clinical office buildings** – colleagues should maintain social distancing and handwashing. There is no requirement to wear masks, however you may wear your own face covering if you choose. However, where 2m social distancing cannot be maintained consistently, you must wear a face mask.
- **Clinical areas including wards, clinic rooms and imaging** – wear PPE as currently advised (Fluid-resistant surgical mask (FRSM), disposable gloves and apron in all clinical areas with visor/FFP3 for close clinical care/AGP).

If you are attending a meeting or huddle where social distancing cannot be maintained consistently, face masks should be worn. See our overview [here](#).

COVID-19: Operation Mary Seacole – Set an example – wash your hands, wear your mask, practice social distancing

It is vital we continue to abide by social distancing measures ensuring you keep two metres between you and those around you at all times, including when you go for breaks and lunch. There are clear floor markings at all catering outlets and seating areas highlighting the necessary spacing.

- Social distancing should be maintained during handovers and MDTs. If you are unable to do so, please ensure that you wear a fluid resistant surgical face mask.
- It is important that staff take breaks and social distancing should be maintained whilst you are taking a break.
- Colleagues and patients are also required to ensure they wear a mask in communal areas in our hospital buildings. These are available at our entrances and must remain on whilst you are in our main hospital buildings. Please don't remove them as soon as you move away from the entrance – the masks are there to protect you and the people around you. They must remain in place and be replaced when you enter or exit a clinical area.

September 2020

COVID-19: Operation Mary Seacole – Set an example – wash your hands, wear your mask, practice social distancing

- Alongside practising social distancing and PPE, it is important to remember that you need to continue to wash and sanitise your hands thoroughly at regular intervals and for a minimum of 20 seconds.
- Alcohol gel dispensers are often within arm's reach of all clinical areas and additionally are available from the procurement team if you feel your department is lacking any. Ensure that the dispensers are topped up and that your team know where the hand gel is and how to refill.

Fighting COVID-19 is a team effort, it needs the cooperation of everyone at our Trust to ensure we keep the virus at bay, keeping us safe and well and ensuring we are able to continue safely caring for our patients.

Set an example, wash your hands, wear your mask, practice social distancing and play your part in keeping yourself and those around you safe.

Answering your questions