

Developing Departmental Culture Book



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About us:

- Using Trust values and Fish! Philosophy
- Good patient feedback (when we got it)
- Nil complaints in over 10 years

Why do we need to improve culture?

- Good staff morale but lack of engagement with non-essential jobs and competences
- Staff report gaps in knowledge via questionnaire
- Evidence that staff with ownership of service have improved performance

Challenges:

- High percentage of part time staff
- Satellite areas with staff spread through trust, difficult to oversee

Each staff member created a list of 10 words for “Core values” (what represents you now) and “Wish values” (values you want to embody)
Words then themed, then prioritised anonymously via Mentimeter
Top 5 for each category and adopted, with wish values used for focused training

Appraisal teams given a 5 hour study morning, led by appraiser. Training based on wish values and group work on core values used to identify:

- What is important to you about the way we look after our patients?
- What is important to you about the way we look after each other?
- What is important to you about the service?
- What is your vision for the service over the next 5 years?
- How are we going to get there?

Team leaders then brought together the ideas and suggestions
Actions identified and themed
Prioritised with involvement from whole team

Prioritised and action plan created, with sign off by whole team
Weekly focus on actions

The future:
Increased patient feedback being received, one team has a focus on patient experience
Local staff engagement survey created for when work is embedded
Staff confidence and competence questionnaire to be repeated

