Developing Departmental Culture Book

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Paediatric Recovery and Day Surgery

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 bought 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





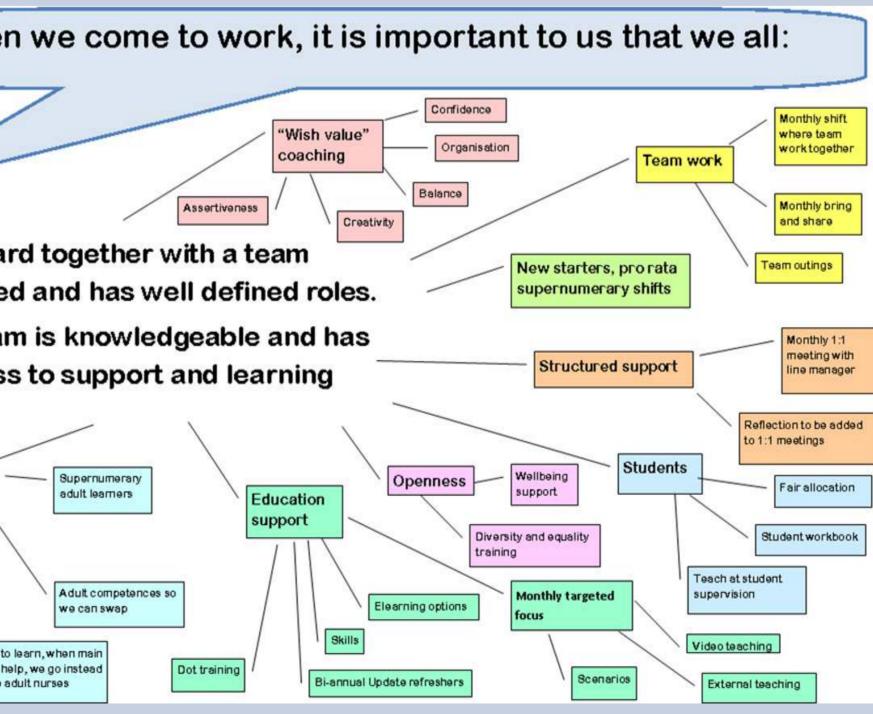


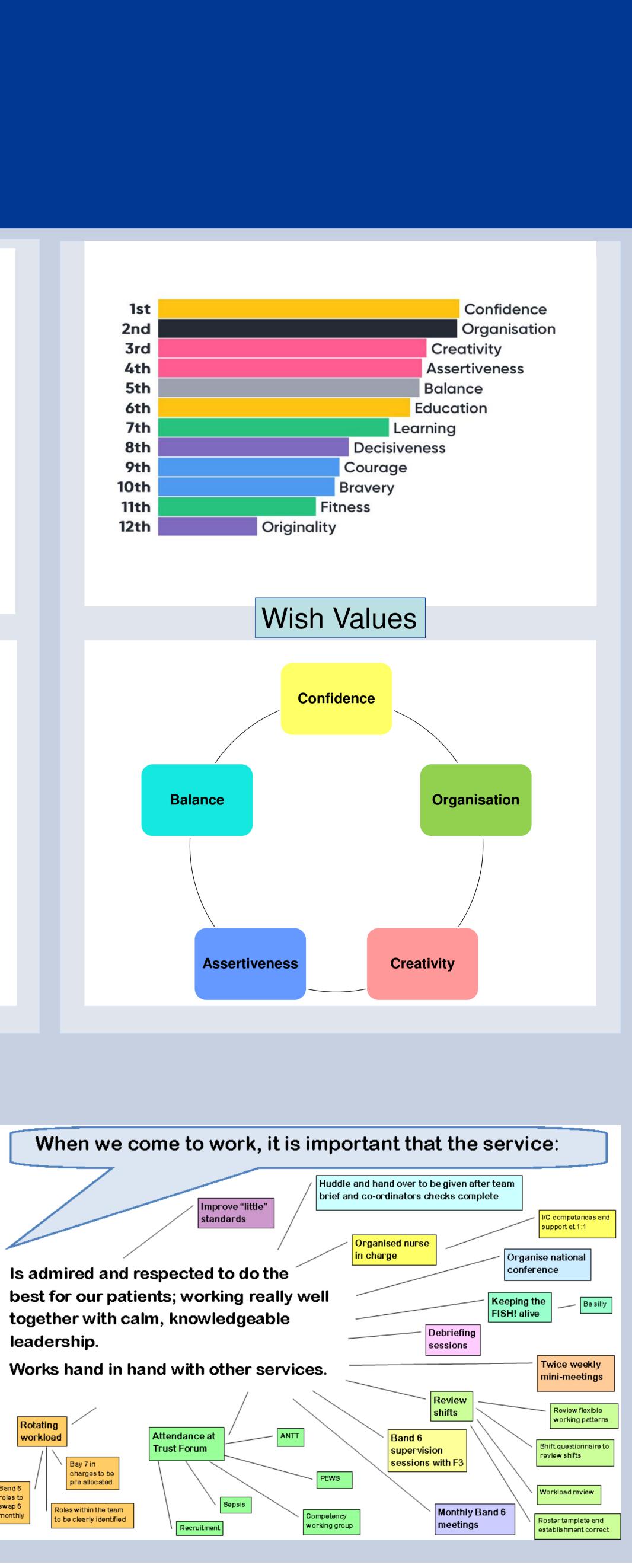
With regards your care and journey, it is important to us that the team:	Whe
Amazon wish list Handover after team brief In charge and Co-ordinator Rounding 12.00 huddle with Co-ordinator and in charges	
elivers kind and excellent, evidence based are, with a smooth journey through our alm and safe environment. s happy, smiling and friendly, using clear ommunication to involve the family and are givers, making them feel welcome and upported.	Strive forwa who is value That the teau equal acces
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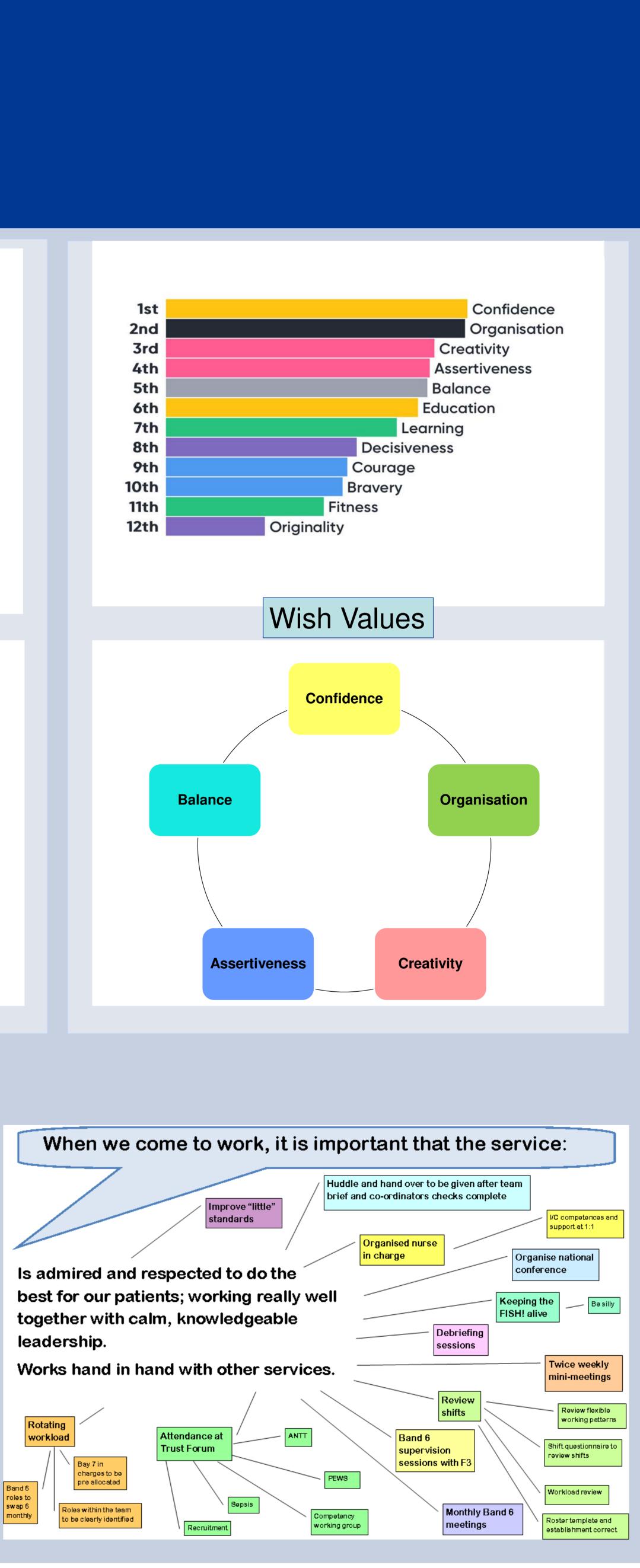
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