

Listening into Action



Wirral University Teaching Hospital **NHS**
NHS Foundation Trust

Listening into Action at Wirral University Teaching Hospital

Staff Engagement - Change through involvement

Catherine Mckeown

Head of Staff Engagement and Organisational Development

Tel: 0151 678 5111 ext 7267

Email: catherine.mckeown@nhs.net

PENNA AWARDS

2nd March 2016



#PROUD TO CARE FOR YOU

wuth.nhs.uk
@wuthnhs #proud

Wirral University Teaching Hospital NHS Foundation Trust:

Is the largest employer on the Wirral,
employing more than 5,500 staff over
2 main sites and provides primary and
secondary care to the communities of
Wirral.



Our Approach

Multi-disciplinary strategy to put staff at the heart of change

Listening into Action



#PROUD TO CARE FOR YOU

wuth.nhs.uk
@wuthnhs #proud

Why is staff engagement important to us?

We want our staff to be at the heart of change

- It helps us to address our priorities and achieve our goals together
- Important to give **ownership** to clinical areas to improve patient care and experience
- Supports the QIPP agenda
- Research evidence links levels of staff engagement, Trust performance and outcomes for patients
- We believe in the values of the NHS Constitution...



Our Approach



"...patient safety, experience and outcomes are all improved when staff are valued, empowered and supported".

"We encourage and welcome feedback from patients, families, carers, staff and the public".

"All staff will be empowered to put forward ways to deliver better and safer services for patients and their families."



Our Approach – 3 P's



People

Re-aligning our values and behaviours

- Wide range of colleagues involved in re-scoping our PROUD Values
- Patient engagement
- Developed new trust wide set of behaviours to underpin our values
- Aligned to 6C's Compassion in Practice
- Each patient interaction led by these behaviours
- Staff created values and behaviours now central to Trust identity
 - #PROUD TO CARE FOR YOU



People

Our Values: Be “Proud” at Wirral

The key drivers for everything we do, including every interaction with every patient. They show how **PROUD** we are of our Trust and are supported by detailed behaviours that underpin each core value.

P Patient Focus
R Respect
O Ownership
U Unity
D Dedication

#PROUD TO CARE FOR YOU

wuth.nhs.uk
@wuthnhs #proud

P
PATIENT FOCUS
"We're here to comfort our patients, and care for their needs."
Rhonda Matthews
CLINICAL SUPPORT WORKER
#PROUD TO CARE FOR YOU

R
RESPECT
"Patients and families lead the decision-making process, every step of the way."
Dr Debbie Lowe
CONSULTANT PHYSICIAN: STROKE AND OLDER PEOPLE'S SERVICES

O
OWNERSHIP
"It's just about giving that little bit more."
Joanne Ozturk
SENIOR RADIOGRAPHER

U
UNITY
"We deliver care in a joined-up way to give the best possible outcomes for our patients."
David Allison
CHIEF EXECUTIVE

D
DEDICATION
"Once you're doing something, you should do it with all your heart, and all your mind."
Ebenezer Padi
PORTER
wuth.nhs.uk @wuthnhs #proud

#PROUD TO CARE FOR YOU

wuth.nhs.uk
@wuthnhs #proud

People

Making our processes work for our team

- Induction and Mandatory Training – over 3000 hours back into front line care
- Appraisal – 87% compliance and improved quality



People

Making our processes work for our team

- LiA CEO Led Big Conversations and Teams
- LiA Pass it On Events – sharing best practice and achievements
- Executive visibility – CEO Back to the Floor and Trust Board Partners
- Staff Social Events
- Communications



Places

Re-energising our physical spaces and infrastructure

- Emergency Department - LiA Work stream on urgent care challenges
 - Major refurbishment with £2.5m budget, best Friends and Family results in the country
- Medical Records
- First Impressions Programme at Arrowe Park Hospital



Patients

Leading the way in care for older people

- Opening our memories café for patients with dementia
- Opening of Older People's Assessment Unit

Reducing DNA's Community Paediatrics

- Reduction from 16.7% to 9% for new patients
- Reduction from 20% to 0% for follow up appointments



Patients

Improving the Discharge Process

- Improved discharge rates by 41% from our “Ticket Home” LiA work stream initiative
- Reduced length of stay through our Older People’s Short Stay Unit



Staff Engagement in last 12 months

- 100 Day Challenge all departments & 900 + improvement actions
- LiA to address key challenges – Winter Planning!
- Awards & Recognition – Team of the quarter, 100% attendance and SE Team winner HPMA 2015, Trust PROUD Ownership Award
- Staff Guardians
- Staff Engagement Score 3.48 – 3.83 (3.79 National Staff Survey)
- Leaders and Managers
- PROUD Communications and feedback
- Hello my name is...



#PROUD TO CARE FOR YOU

wuth.nhs.uk

@wuthnhs

What next... 2016

- Build on success so far
- Staff Engagement Challenge
- LiA Teams and schemes
- Leaders and Managers
- Individual Recognition
- PROUD Communications and feedback
- Medical Engagement Strategy
- LiA Champions
- Health and Wellbeing week