

Capturing the Learning from Covid-19: A trust wide approach

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Background

Homerton University Hospital NHS Foundation Trust (HUHFT) provides integrated acute hospital and community based services to a diverse inner-city population.

The 'Command and control' system necessary to respond to a pandemic was not sensitive to the different needs of staff and inhibited sharing from bottom up.

'Much has been learned during the pandemic: how will this learning be captured?' was a question posed at the Trust wide webinar held with the Executive Team

This set the wheels in motion to gather knowledge from all staff to help shape further responses to Covid-19.

AIM To ensure that the trust was responding to staff needs and that new/good practice is captured in a central place and shared

Method

Two methods of data collection were used.

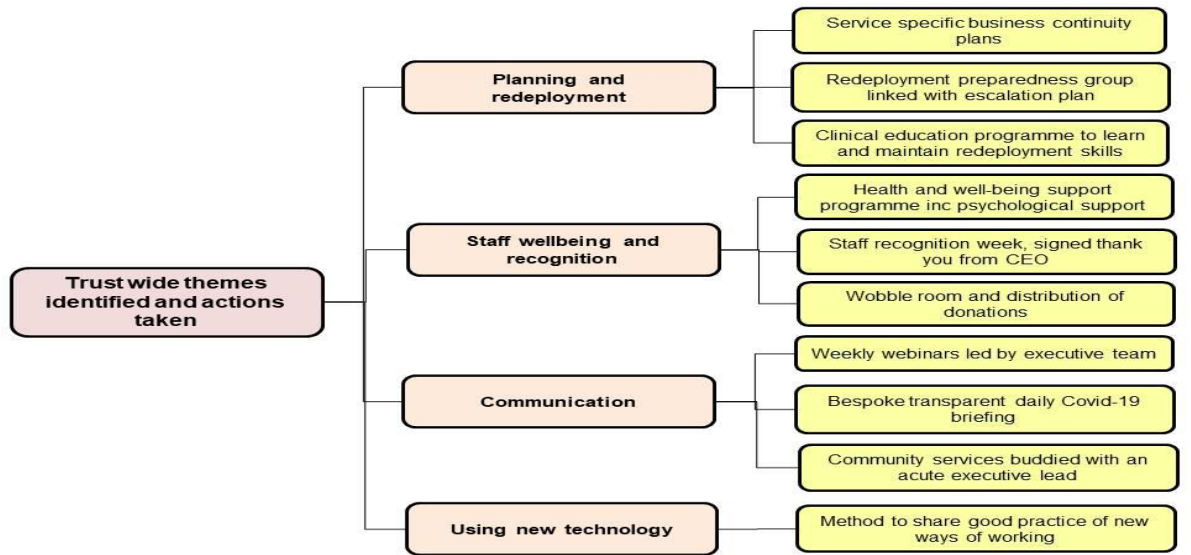
After Action Reviews (AARs)
 Model to deconstruct without casting blame.
 Consists of 4 questions:

- What was supposed to happen?
- What actually happened?
- Why was there a difference?
- What can we learn from this?

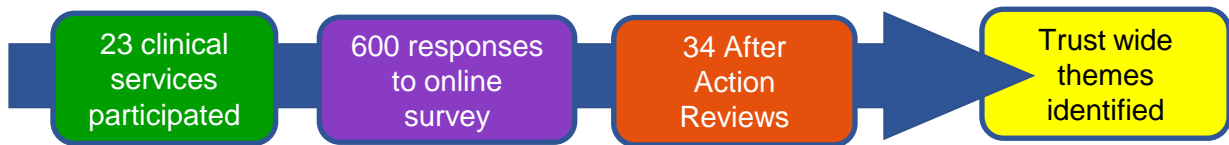
Questionnaires

- Tailored to accommodate acute, community, clinical and non-clinical staff.
- Advantage of being anonymous
- Allowed larger numbers of staff to feedback

Thematic analysis and resulting changes



Data collection process



Lessons Learnt

Robust QI tools
 AARs and questionnaires can be adapted to different circumstances to ensure everyone's voice is heard, including those that are harder to reach.



Sharing learning
 Sped up implementation of new technologies across the system



Staff engagement
 Staff appreciated the opportunity to speak, be heard and influence change



Enhanced communication
 Facilitated closer working across acute and community services

