

Trust wide themes

identified and actions

taken

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

Janette Cliffe, QI Lead

and maintain redeployment skills Health and well-being support programme inc psychological support

Staff recognition week, signed thank

you from CEO

Wobble room and distribution of

donations

Weekly webinars led by executive team

Bespoke transparent daily Covid-19

briefing

Community services buddied with an

acute executive lead

Method to share good practice of new

ways of working

Staff wellbeing and

recognition

Communication

Using new technology

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Background	Method
 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 	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
Planning and redeployment Redeployment preparedness group linked with escalation plan Clinical education programme to learn	23 clinical services participated 600 responses to online survey Reviews Trust wide themes identified

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.

SHARED

LEARNING_

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

