

# FabChange19

October 16th 2019

## #FabChange19 your way

### Introduction

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Six years ago, when ChangeDay started, the concept was based on the simple idea that people doing the job knew best, how better to do the job.

Free from interference & the constraints of business planning & permissions, front-line staff rolled up their sleeves & now Change Day is a fixture in the NHS calendar.

Through various ideas & iterations Change Day has travelled though; Change Week, national tours, helicopters & Apps, copied in Canada & replicated throughout the UK! This year Change Day is changing again.

*This year we are going back to the beginning.*

Every individual, organisation & department is at a different point in their quality improvement & sharing journey.

*So this year FabChange19 will reflect that.*

*The key is doing it in a way that works for you with the focus on engaging, adopting & sharing.*

This document describes how you can join in, plan & prioritise your efforts & resources for FabChange19, & includes a growing body of organisational feedback, reflections & templates to support you make FabChange19 a key driver for your Quality Improvement work.

Our aim is to support you in your planning & offer practical tips & resources which align with the ambition of FabChange19 :

- to empower staff who are making big or small changes which improve outcomes for all
- to encourage formal exploring (both within your Organisation/department and within the Fab website) & sharing of these initiatives that work (Fab-It)
- encourage the adoption & spread of these proven initiatives
- share & celebrate the work your organisation is doing

## Background and context

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Originating in 2013, this grassroots social movement is growing & evolving exponentially year on year.

Evaluation & feedback show the positive outcomes for you & your organisation :

- *Morale* -reinvigorated hardworking teams under pressure leading to more engaged staff delivering higher quality, safer care
- *Empowerment* - empowered staff who believe they can change their service/system from the front line with a realisation that they do not need permission from the Boardroom to improve what they do
- *Determination* - despite all of the pressures, staff still find time to make things better
- *Knock-on improvements* - individuals, teams and entire Health & social care organisations found other ways to improve care
- *Constant improvement* - Staff see their job as actively improving their service & not just coping day to day

The unique difference this year is :

- You can pledge
- You can share what you are doing, even if it's not completed
- Celebrate your organisations work
- Amplify sharing & learning however you choose
- You asked for freedom to 'do it your way' - so there are no fixed campaigns or themes, there is no fixed way to participate - the choice & decisions are yours. Chose what is important where you work, & choose the support you need from our library of images, logo's, templates and ideas.

So please do join #FabChange19 - an opportunity for health & social care to *come together to share and learn from the improvements in our everyday work* & together we can amplify the impact of stuff that works.

Use the #FabChange19 opportunity to *hunt out the often hidden service developments* which are improving patient experience within your service & organisation & share them with us.

[Randomised Coffee Trails are a great way of doing this.](#)

Engage with teams to understand their service challenges, with them search for solutions that may already have been shared on [the Fab Website](#), adapt it for use in your service & implement it (Fab-It), then share with us how you are getting on.



Hold 'sharing bazaars' within the Trust to share within the organisation & enable you to submit your organisation, service or teams service & quality improvements.

Celebrate pledges 'to do' & 'to share' , then share the outcomes of the work your organisation has been doing - #Fab-It.

## FabChange19 Timeline Overview

**Stage 1** - Within your organisation, ask your staff what they would like to pledge to change, *search* across your wards & departments for the service improvements that are happening now that are making a real difference.

Within your organisations, ask staff about the key challenges for them & their service, search on the [Fab Website](#) for solutions/ideas, adapt them for your needs & implement the solution #PinchWithPride

**Stage 2** - *Share* your pledges, shares & improvements, with us from mid August through to #FabChange19. You can send us your pledge template, a video, a share or poster or you can use the [templates we have prepared](#).

**Stage 3** - During #FabChange19 on October 16th share across your entire organisation your service improvements & good stuff & take part/share/learn & *celebrate* with others.

*There will be an opportunity to share your work on the 15th and 16th October to a global audience. Details of this unique opportunity will be published in July, its a not to be missed event!*

[You will find everything that is being shared for #FabChange19 all together here](#)

Action	Which Stage?
<p>Encourage those within your organisation to pledge to change something within their work environment.</p> <p>Explore the service improvements happening now within your organisation. Find &amp; share great the work that's making a difference to patients <b>now</b>.</p> <p>Within your organisations ask staff about the key challenges for them &amp; their service, search on the <a href="#">Fab Website</a> for solutions/ideas, adapt them for your needs &amp; implement the solution #PinchWithPride</p> <p>It is easy to take part:</p> <ul style="list-style-type: none"> <li>• Engage with team leaders &amp; challenge them to share 2 pieces of work from their area</li> <li>• Encourage all staff to consider the things they would like to change within their clinical area &amp; pledge to do it.</li> <li>• Have a poster board display of the pledges made &amp; the changes shared.</li> <li>• Hold a 'sharing knowledge bazaar', invite teams to do a poster display, consider inviting your Board Non-Execs, local MP, Councillors and CCG.</li> </ul>	<p><b>Stage 1</b></p>
<p>You may wish to co-ordinate sharing your service developments/ improvements. <a href="#">We have logos &amp; templates</a> you can use to make pledges, posters &amp; you can customise them to collect &amp; display individual shares. You can use these posters for displays within your organisation &amp; also upload the posters as JPEGs or PDF's via the website.</p>	<p><b>Stage 1</b></p>
<p>Think about how you can use all of the #FabChange19 resources available online within your workplace &amp; how you will engage your teams.</p> <p>Consider creating a small group of like minded change-makers, to lead and shape your contribution to FabChange19</p>	<p><b>Stage 1</b></p>
<p>Encourage those within your organisation to share their work.</p> <p>What can you do to support those in your area to share?</p> <p>Can you help them compose their pledge, write up their ideas or completed work?</p> <p>You could engage with local or regional Fab Ambassadors to support staff. Information on your local Fab Ambassador is available at: <a href="https://fabnhsstuff.net/ambassadors">https://fabnhsstuff.net/ambassadors</a> &amp; the contact details of the regional Fab Teams and their FabChange19 contact details can be found on <a href="#">the resources page of the website</a></p>	<p><b>Stage 2</b></p>

From the middle of August onwards, we will be asking people to submit their shares & pledges and have produced short templates to enable sharing & submission - <a href="#">you will find these within the resources section of the website</a>	<b>Stage 2</b>
During the run up to #FabChange19 & the day itself, how will you choose to celebrate and promote the work of your staff? What specifically can you offer within a department or Trust that would enhance sharing celebrating the fabulous work of colleagues?	<b>Stage 3</b>
Look out for the announcements, coming soon, of the exciting opportunity to share your organisation or service's work on a global platform. Yes Global!	<b>Stage 3</b>

## Previously utilised communication channels

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In previous years, we have been advised that NHS Comms teams have found the following communication channels useful when supporting similar campaigns:

- All-staff info-mails (twice a week)
- Drop in sessions to meet the local Comms team
- Work in progress emails (once a week)
- Chief Executive's message (once every two weeks)
- Regular newsletters or via a Trust magazine
- Trust board briefings / Staff briefings (ad-hoc as required)
- Dedicated area on trust intranet
- Ability to upload a pledge to the website whilst at work
- Hospital Recognition Awards Ceremony
- Social media including Twitter and Facebook
- Displaying promotional material in public areas
- External media coverage

# Frequently asked questions

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## 1. Who runs FabChange19?

The short answer is you do! FabChange19 belongs to all of us & everyone who wants to make a change to improve health & social care. The idea for NHS Change Day came from frontline staff & they remain the driving force behind it.

From 2016 onwards, The Academy of Fabulous Stuff have been supporting Fab Change annual events & aiding the dissemination nationally of the fab improvements & changes that you make.

## 2. Can anyone get involved?

Yes, anyone can get involved, whether you work in the NHS, health or social care. #FabChange19 is for everyone. If individuals haven't directly been involved in a change or improvement project, their action could be a pledge to search out one piece of good stuff either within their Trust or from work already shared on the FabStuff website & share with colleagues.

## 3. How do I get involved?

It's simple. Think about what you want to do (& pledge it), find the good work currently being actioned & done within your work environment & share it both internally & with the FabWebsite. On 16th October celebrate the pledges, work & outcomes within your organisation & be proud to see it shared widely.

## 4. What is new this year?

FabChange19 is different from last year, this year you do whatever works best for you.

We have listened to your feedback & October 16th is your day to pledge, share, disseminate, amplify the impact & celebrate the work of your staff/teams & departments.

[We are providing templates on the website of resources you can use to encourage and celebrate pledging and sharing within your organisation](#)

## 5. How do I find out what's going on locally?

Our network of Fab Ambassadors are keen volunteers who've committed to helping other people to make a change for the better. They work hard organising events, running sessions, telling people what's going on, and clearing obstacles out of the way. This year they have organised themselves into regions & you can [find the directory of regions & contact details here](#) . You can find your nearest fab ambassador [here](#)

Pledges, Actions, & planned celebration shares can be shared with us anytime & we suggest that you pledge in the weeks and months prior to October 16th & then share with us where you are up to with your actions and pledges for the 10 days leading up to FabChange19 day itself on October 16th.

## 6. How can I get support to participate in, as an individual or team, within my organisation?

Firstly why don't you share this document within the organisation.

[You can download the Resources we have on the website](#)

You can ask people in your organisation who have responsibility for running events to help you.

You can contact the individuals & organisations who have shared their resources, templates, ideas & how to top tips - they will be happy to help you.

[There are also regional FabAmbassador groups](#) working to support #FabChange19 activities and they will be able to point you in the right direction or give advice about how to run your own FabChange19 activities locally.

## Social Media Montage Wall & Social Media Dashboard

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This year we will be using a montage wall to capture all of your social media posts and to help amplify interactions. Will you see your tweets there?...

The Dashboard is live already and. [you can check out the stats behind tweets, word clouds, a live twitter stream and more](#) .

## Resources

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[A selection of resources and logos are available for download](#)



## Contact details

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Should you have any queries relating to the content of this document or require assistance in planning FabChange19 within your area, [please feel free to contact us](#).