



# Improving staff experience in the Quality Improvement Team



## Project aim

To improve our collective experience at work in the Quality First Team by October 2023.

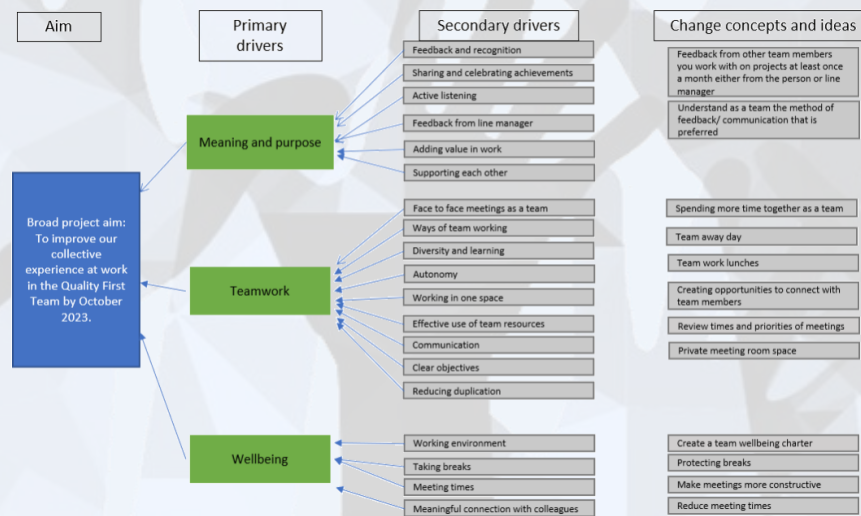
## Background

This work was initiated following a Trust wide programme of work focusing on improving staff experience. We held an initial workshop with the whole team in March '23 and used an appreciative enquiry approach to understand what a good week at work looked like for the team. We also developed a pulse survey to help us explore this further. We used learning from both of these and identified 3 key themes to focus on these were: meaning and purpose, teamwork and wellbeing. These formed the primary drivers of our change strategy.

## Measures

- Outcome measures: 'Good Week' weekly yes/no response, pulse survey asked quarterly
- Process measures: Response rate to 'Good Week' measure

## Driver Diagram



## Tests for change

- Introduced team lunches, more days collocated as a team, regular team away days
- Restructure of internal team meetings to add value
- Development of a team wellbeing charter

## Results

- 91% of the team are reporting have a 'good' week at work, with a response rate of 62% to this question
- The pulse survey shows that scores in all domains have either increased or remained the same
- Response to 'I am kept well informed about what is going on within our team' and 'I have sufficient time to do my job well' have improved the most
- Levels of reported burnout are lower in comparison to March '23

## Learning and next steps

Collection of the baseline data has shown that large majority of the team are having a good experience at work.

Key learning from this work is that time spent together as a team is important, both informally and formally. It is important that we continue to review internal meetings to ensure we are adding value and that we need to continue to ensure we support our individual and team's wellbeing.

We have also learnt that we need to continue to pay attention to experience in the team and continue to have conversations around what gets in the way of us having a good experience at work.

