



17th-19th October 2018

**Uncovered: Hints and Top Tips**

*Within the NHS and wider health and social care, there are a plethora of opportunities and challenges that we all face. With a vast financial deficit, we are all striving to improve services at the same time as saving money.*

*Our biggest asset is our staff. Those on the frontline, those doing the job. Fab Change 70 is a way that all staff, irrelevant of position, can be empowered to be involved and share the improvement of services by celebrating and disseminating the outstanding projects that you are undertaking on a local level.*

*This year, as the NHS enters its 70th year, let's SEARCH out best practice and shine a light bright across our healthcare system, let's SHARE what we are doing well, be proud of our colleagues and teams and together join us and CELEBRATE the wonderful service improvements and projects that are happening right now!*

*We realise that communicating well will be vital to the success of Fab Change 70. Integral to this is the need to engage with staff and stakeholders and to invite them to take part.*

*We hope that this document will help you on our collective Fab Change 70 journey as it describes how you might like to plan and prioritise your efforts and resources surrounding this years events to ensure that the messages we deliver are clear, consistent, timely and relevant.*

*At the Academy of Fabulous Stuff, our aim is to support you in your planning for Fab Change 70 and to offer practical tips and resources which align with the ambition of this years social movement to empower staff who are making large or small changes which improve outcomes for all and enhance the provision of safe, efficient and high quality services across the healthcare system to share and celebrate the work your organisation is doing.*

*We hope you enjoying reading!*

*Terri, Jane, Roy and Jon*

## ***Background and context***

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Originating in 2013, this grassroots social movement is growing and evolving exponentially year on year. Last year, thousands of people from hundreds of NHS organisations, along with many others outside the NHS, made pledges and took action to improve services as part of #FabChangeWeek. The findings from last years #FabChangeWeek were published in an independent report by Richard Vize which you can read [here](#).

Key findings from Vize's report include:

- *Morale* - #FabChangeWeek reinvigorated hardworking teams under pressure leading to more engaged staff delivering higher quality, safer care
- *Empowerment* - It empowered staff to believe they can change the 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 found time to make things better
- *System thinking* - it reinforced the message that we are part of a joined up system not an isolated team
- *Knock-on improvements* - individuals, teams and entire NHS Trusts found other ways to improve care on the back of their #FabChangeWeek experience
- *Constant improvement* - Staff saw their job as actively improving their service and not just coping day to day

For 2018, #FabChangeWeek is evolving to become #FabChange70. We know that the same collective spirit that led to the creation of our NHS 70 years ago continues to be embodied in our passionate staff and teams across the country striving to take the service and its values forward. #FabChange70 is a way to demonstrate the significant difference that can and is being made to aspects of healthcare such as patient experience; leadership and staff wellbeing; patient safety and the development of service improvements by sharing your good stuff and allowing others with replicate what you are doing well on a national level. There are so many projects within health care that your teams and staff are already working on, big and small...

#FabChange70 will be the digital evolution of the ChangeDay social movement, linking in with the #NHS70 celebrations to produce the 70 most impactful actions and changes. These will be included in an #NHS70 digital vault!

Using our social media and website channels alongside our established regional FabAmbassador and Change Agent network and the feedback gained from #FabChangeWeek 2017, we will develop a #FabChange70 video stream channel which will broadcast the top 70 shares and live activities over 70 hours.

#FabChange70 will be a cost effective and efficient use of resources, using freely available technology to empower and engage a wider audience thus producing lasting digital resources and an archive for all to benefit from and share.

The unique difference will be:

- A shift in focus from pledging to do something in the future, to sharing what people, services and organisations are doing now, in the 70th year of the NHS.

So please join the #FabChange70 movement and *support a culture of curiosity and creativity within your organisation*. Take this opportunity to *hunt out the often hidden service developments* which are improving patient experience within your service and organisation. Hold *'sharing bazaars'* within the Trust to share within the organisation and enable you to submit your organisation, service or teams work. Take part alongside the hundreds of thousands of committed healthcare staff, service users, carers, volunteers and members of the public, as we all *come together to share and learn from the improvements in our everyday work* that can have a *big impact* if shared, copied and replicated widely and show that large-scale improvement is possible, all in 70 hours!

# Fab Change 70 Timeline Overview

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**Stage 1** - Within your organisation, *search* across your wards and departments for the service improvements, patient safety and experience work that are happening now that are making a real difference.

**Stage 2** - *Share* your improvements with us from August through to the end of #FabChange70 and beyond. You can send us a video or PowerPoint Presentation (along with an audio commentary) or put your name down to present live online! A link to do this will be available from the middle of August.

**Stage 3** - During #FabChange70 (17th-19th October) share across your entire organisations your service improvements and good stuff and take part/share/learn and *celebrate* with others in the live 70 hour video stream on social media.

Action	Which Stage?
<p>Encourage those within your organisation to find and share great work that's making a difference to patients <b>now</b>.</p> <p>It is so easy to take part:</p> <ul style="list-style-type: none"><li>• Engage with team leaders and challenge them to share 3 pieces of work from their area</li><li>• Have a poster board display of the work shared</li><li>• Hold a 'sharing knowledge bazaar', invite teams to do a poster display, consider inviting your local MP, Councillors and CCG.</li></ul>	<b>Stage 1</b>
<p>You may wish to co-ordinate sharing your service developments/improvements. We have posters you can use to collect and display individual shares. You can use these posters for displays within your organisation and also upload the posters as JPEGs via the website on this link <a href="https://fabnhsstuff.net/fabchange70/fabchange70-resources/">https://fabnhsstuff.net/fabchange70/fabchange70-resources/</a></p>	<b>Stage 1</b>
<p>Think about how you can use all of the #FabChange70 resources available online within your workplace and how you will engage your teams.</p>	<b>Stage 1</b>

<p>Encourage those within your organisation to share their work.</p> <p>What can you do to support those in your area to share? Can you help them film a short iPhone video about their work? Help them write a short presentation on powerpoint which could be shared both internally and on the website?</p> <p>You could engage with local or regional Fab Ambassadors to support staff. Information of your local Fab Ambassador is available at: <a href="https://fabnhsstuff.net/fabambassadors/">https://fabnhsstuff.net/fabambassadors/</a></p>	<p><b>Stage 2</b></p>
<p>From the middle of August onwards, we will be asking people to submit their shares and will produce a short template to enable sharing and submission.</p>	<p><b>Stage 2</b></p>
<p>During #FabChange70 itself, how will you choose to celebrate and promote the work of your staff? Would you like to have a live session pre-booked for screening on the #FabChange70 Facebook Live channel or a pre-recorded session screened via Youtube? We will be asking for expressions of interest to host live and pre-recorded sessions in August.</p>	<p><b>Stage 3</b></p>
<p>What specifically can you offer within a department or Trust that would enhance sharing and celebrating the fabulous work of colleagues?</p>	<p><b>Stage 3</b></p>
<p>Throughout #FabChange70 we will showcase the top 70 shares on the #FabChange70 channel - these shares will then be available as an archive for all to read, watch, listen to and share.</p> <p>The best ideas and projects will be invited to attend The Fab Awards in November 2018 in London</p>	<p><b>Stage 3</b></p>

## Our audiences

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Our audiences include:

- Staff across all our hospitals and satellite sites
- Patients, their relatives, carers and visitors
- Local population
- MPs, MEPs and Local Authorities
- Clinical Commissioning Groups
- GPs and our neighbouring and partner providers of health and social care
- Patient interest groups and representatives
- Trade Unions and Staff representatives
- Local media
- Charities and fundraisers
- Local universities facilitating healthcare degrees and Medical Schools
- The Care Quality Commission, Trust Development Authority, NHS England, Vanguard and other national and regulatory bodies

## 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
- Website

- External media coverage

## Frequently asked questions

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### 1. What is Fab Change 70?

Everyone and anyone can choose to make the NHS, primary care and social care better. Fab Change 70 is a grassroots movement that asks anyone who engages with the NHS, primary care and social care to share the change they have made for the better to inspire others. Fab Change 70 is our opportunity to come together and harness our collective energy, creativity and ideas to empower others to make a change. Together each of our small actions/outcomes make a big difference in improving the care and wellbeing of those who use health and social care services. What will your share be?

### 2. Can anyone get involved?

Yes, anyone can get involved, whether you work in the NHS, health or social care, or are a patient or member of the public. #FabChange70 is for everyone. If individuals haven't directly been involved in a change or improvement project, their action could be to search out one piece of good stuff either within their Trust or from work already shared on the FabStuff website and share with colleagues.

### 3. How do I get involved?

It's simple. Think about what you want to do, find the good work currently being actioned and done within your work environment and share it!

### 4. What is new this year?






Fab Change 70 is a bit different from last year. This year, it is a 70 hour long event beginning 17<sup>th</sup> October.

Following feedback from previous years, we are providing templates on the website of resources you can use to encourage and celebrate sharing within your organisation and on the #FabChange70 digital resource



## 5. Are there any themes/categories or specific campaigns this year?

This year, we aren't focussing on specific campaigns as we don't want to limit your creativity so we may group your shares into more broader themes on the website... you might fit into one, two or them all:

-  Patient experience
-  Patient safety
-  Leadership and staff wellbeing
-  Service improvements
-  The *'Fab' Fringe*

The Fab Fringe could be anything that you want... perhaps you have something truly unique; maybe it doesn't fit with the other themes; perhaps your action is at the edge with disruptive thinking!

## 6. 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. Send us an email or tweet us, and we'll put you in touch with your nearest Fab Ambassador.

## 7. Do I have to do and share my action during Fab Change 70?

Actions and shares can be carried out and recorded at any time. We suggest that you pledge in the weeks and months prior to Fab Change 70 and then share with us where you are up to with your action during Fab Change 70 itself.

## 8. Who runs Fab Change 70?

Fab Change 70 belongs to all of us and everyone who wants to make a change to improve health and social care. The idea for NHS Change Day came from frontline staff and we remain the driving force behind it. From 2016 onwards, The Academy of Fabulous Stuff are supporting Fab Change 70 and aiding the dissemination nationally of the fab improvements and changes that we make.

## **9. How can I get support to run Fab Change 70 in my team or 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. There are also local hubbies and Fab Ambassadors in each region who may be able to point you in the right direction or give advice about how to run your own Fab Change 70 events locally. All of the Fab Ambassadors are volunteers who are based within the NHS and health and social care so their support will be at their discretion.

## **10. What about copyright? Can I use the resources from the site? Can I change them?**

If you're doing something to do with change in the NHS or any health or social care environment, please feel free to use any of the materials on this site, amend them, adapt them, or create your own. Please link it with Fab Change 70 if you can. If you're doing something from another health service elsewhere in the world, please feel free to adapt freely. If you're doing something which isn't health related, or isn't to do with change, please feel free to use (and attribute) the stories you find on the site. However, please don't re-use or adapt the artwork/logos.

## #FabChange70 Exemplar... how it could work for you











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Hello my name is Jennie Negus and I am the Deputy Chief Nurse at United Lincolnshire Hospitals and I want to share with you all my thoughts on #FabChange70 and how it can help NHS Trusts to transform services!

The FAB concept is particularly pertinent to us as an organisation at the moment when you consider all the difficult times we have been through and grappling with such as being in special measures and some huge challenges with staffing and delivering services. We are lucky at ULHT to have 4 FAB Ambassadors who are passionate and committed to spreading and celebrating all that is good in the NHS and they are really beginning to have an impact; our staff need to stand up and show off about the amazing work they are doing; I often talk about how we have so many lights hidden under bushels; where qualities and abilities are almost kept secret from others in the organisation and beyond and whilst there is no doubt we must focus on where we can do better we should not lose sight of the inspiration and motivation we can draw and replicate from hearing about the FAB stuff that is already happening.


Sharing our FAB work and achievements not only enthuses and stimulates others in the Trust it shows the world beyond our doors just how hard we are working and good we can be. The Trust has embraced FAB wholeheartedly and as our first FAB Ambassador I have been tasked with 'mainstreaming' all things FAB and inspiring and galvanising our staff to show how FAB they can be. To do this I first looked at where we are now and what we needed to do over the next few months; I love a good campaign and 'to-do' list.

Where we are.....

 <p>We need to let more staff know about the Academy of FAB HS Stuff</p>	<p>We need to work together more</p> 	<p>We need to look at what others have done and learn and adapt from their work</p>  <p><i>Don't reinvent the wheel Reinvent the way we work...</i> <b>Together</b></p>
<p>We need to shout out and tell others about our ideas and work</p> 	<p>We need to motivate &amp; inspire!</p> 	<p>We need to support staff to make it happen!</p>  <p>We need to value &amp; appreciate each others' roles and experiences</p>
<p>We need the FAB principles of looking elsewhere, not reinventing the wheel, asking for help &amp; sharing our achievements to be the golden thread through all that we do</p> 	<p>We need to say thank you more.</p> 	<p>We need to have fun!</p> 
<p>We need to celebrate more!</p> 	<p>Compassion ■ Safety</p>	

Having taken stock I wanted to find a way to not only continue with initiatives that are already working well such as:

- Our weekly FAB Friday message to staff. This is an email and Facebook share of a project from the Academy that one of the ambassadors has found that links to work we are doing within the Trust and may inspire or prompt our services to consider or simply to see what is happening elsewhere.
- Our randomised coffee trials have been well attended; we have held 3 to date and numbers are growing each time; a great way to get to know other people.
- Incorporating the Academy of FAB NHS Stuff within our Quality Improvement methodology. Visiting the Academy before starting out on a project to see what has already been done (why reinvent the wheel?) and also encouraging sharing completed work back into the Academy so others can learn from us.

<p style="text-align: center;"><b>FAB ULHT</b></p> 	<p><b>February 2018</b></p> <ul style="list-style-type: none"> <li>• Bring FAB into Q I programmes</li> <li>• Launch FAB FRIDAY</li> </ul>	<p><b>March 2018</b></p> <ul style="list-style-type: none"> <li>• Easter Randomised Coffee trial</li> <li>• FAB Easter Egg Hunt</li> </ul>
<p><b>April 2018</b></p> <ul style="list-style-type: none"> <li>• Launch FAB champions</li> <li>• Introduce FAB into induction</li> </ul>	<p><b>May 2018</b></p> <ul style="list-style-type: none"> <li>• Launch NHS 70</li> </ul>	<p><b>June 2018</b></p> <ul style="list-style-type: none"> <li>• NHS 70</li> </ul>
<p><b>July 2018</b></p> <ul style="list-style-type: none"> <li>• NHS 70 big tea July 5th</li> <li>• Summer Randomised Coffee trial</li> </ul>	<p><b>August 2018</b></p> <ul style="list-style-type: none"> <li>• A-Z of FAB—A, B, C &amp; D</li> </ul>	<p><b>September 2018</b></p> <ul style="list-style-type: none"> <li>• A-Z of FAB—E, F, G, &amp; H</li> <li>• Message to self</li> </ul>
<p><b>October 2018</b></p> <ul style="list-style-type: none"> <li>• A-Z of FAB—I, J, K &amp; L</li> <li>• Competition to find what we can use for 'Z'!</li> </ul>	<p><b>November 2018</b></p> <ul style="list-style-type: none"> <li>• A-Z of FAB—M, N, O &amp; P</li> <li>• FAB PX Conference</li> </ul>	<p><b>December 2016</b></p> <ul style="list-style-type: none"> <li>• A-Z of FAB—Q, R, S &amp; T</li> </ul>
<p><b>January 2019</b></p> <ul style="list-style-type: none"> <li>• A-Z of FAB—U, V, W &amp; X</li> <li>• New Year Resolutions 'hunt'</li> </ul>	<p><b>February 2019</b></p> <ul style="list-style-type: none"> <li>• A-Z of FAB—Y &amp; Z</li> </ul>	<p><b>March 2019</b></p>

Alongside all of this I also wanted to find a way to showcase some of our unsung services and teams as well; we are all #UltimateULHT and our support services and backroom functions are often hidden or forgotten. The whole #FabChange70 idea is for us to go looking internally in our organisations for those good ideas and new ways of working and to shout out about them and tell others. Healthcare staff are naturally quite humble and are not great at showing off so I dreamed up a way that helps us to hunt out the FAB stuff and I based it around the alphabet. The A-Z plan really made us think.....and we are still thinking about Z!!! One idea is that it could be a total wild card represented by 'Z' or a way to celebrate a winner voted by all the other areas. We are still working on it!

A = Ambulatory care	H = Health & Safety	O = Occupational health	V = Voluntary Services
B = Better Births	I = IT	P = Portering	W = Work Experience
C = Caring for Carers	J = Junior Doctors	Q = Quality & Performance	X = X-ray
D = Diabetes Care	K = Kitchen staff	R = Recruitment	Y = Young people
E = Endoscopy Care	L = Library services	S = Switchboard	Z ????????
F = Frailty	M = Mental Health	T = Tissue Viability	
G = Grantham	N = Nuclear Medicine	U = Unions	

For each letter of the alphabet the FAB ambassadors will approach service leads and encourage them to look at what they are doing well or something they want to work on; we will support them in celebrating and sharing through internal communications, social media and of course the Academy of FAB NHS Stuff! We are hoping that K for Kitchen Staff will include sharing cake! We will showcase each service and give out #UltimateULHT badges and also incorporate our Examples of Excellence rewards and Staff Award nominations.

We want our staff to be inspired and in turn to inspire others.  
We want our staff and our patients to see just how FAB they can be.

For Fab Change 70 you don't have to copy what we are doing, but I hope it gives you and your Trust some ideas about how easy it is to share best practice and to engage with staff in fun and innovative ways.

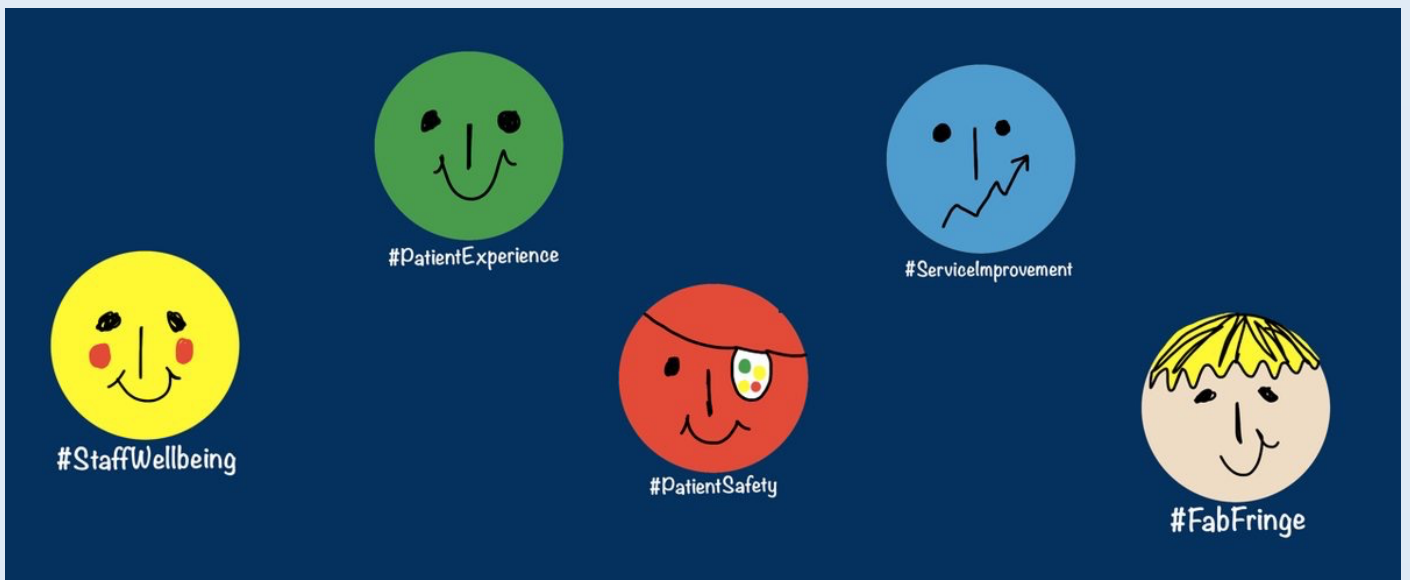
Jennie Negus  
Deputy Chief Nurse and Fab Ambassador

## Resources

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A selection of resources and logos are included within the following pages of this document and are available for download by clicking [here](#)









# Search

...for the good stuff where you are

# Share

... with us on PowerPoint or video

# Celebrate

... celebrate with us all 17-19th October



**Search**

.... for the good stuff where you are



**Share**

... share with us on video or P'Point



**Celebrate**

... with us, 17-19 October



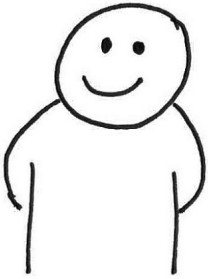
**17-19th October**

#FabChange70

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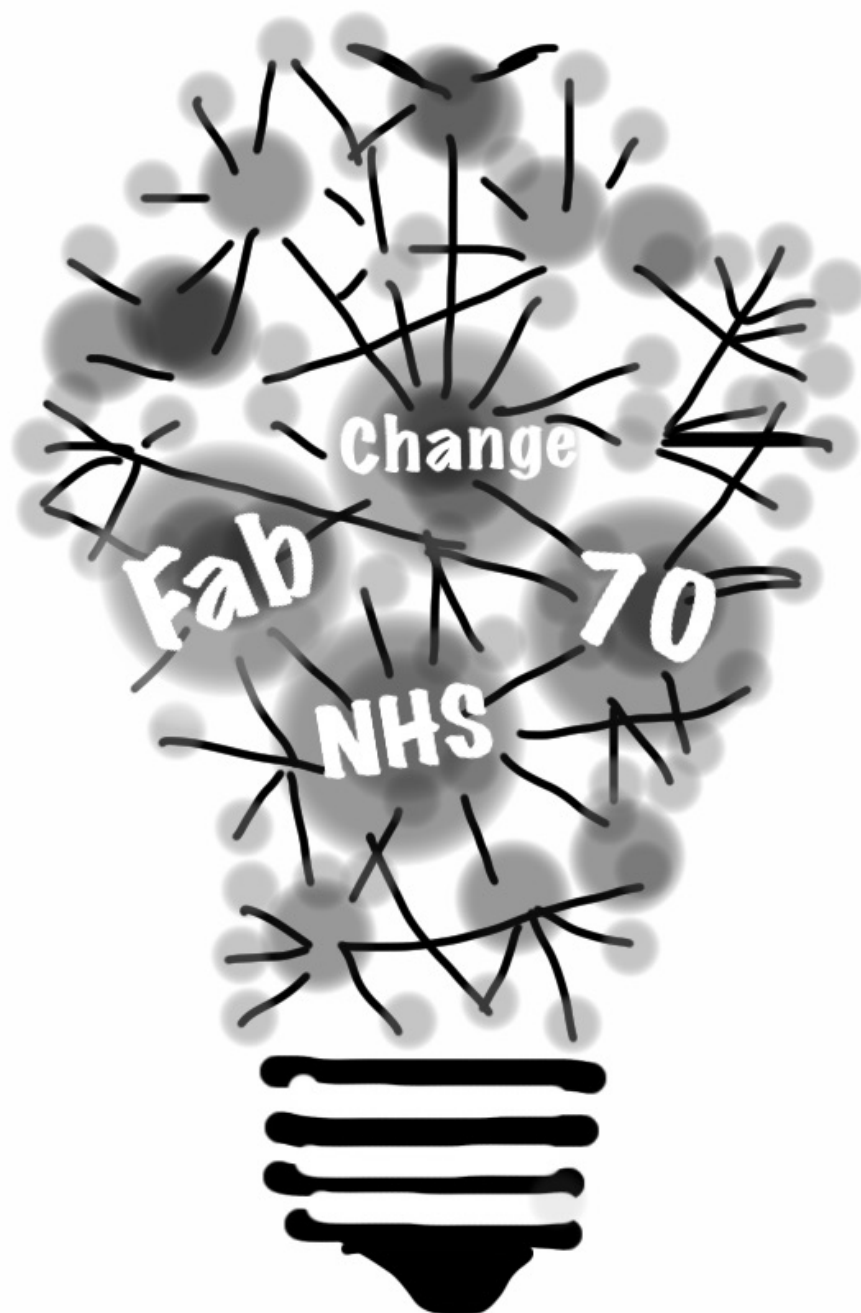
What changes have YOU made?

What are YOU proud of in this, the 70<sup>th</sup> year of our NHS

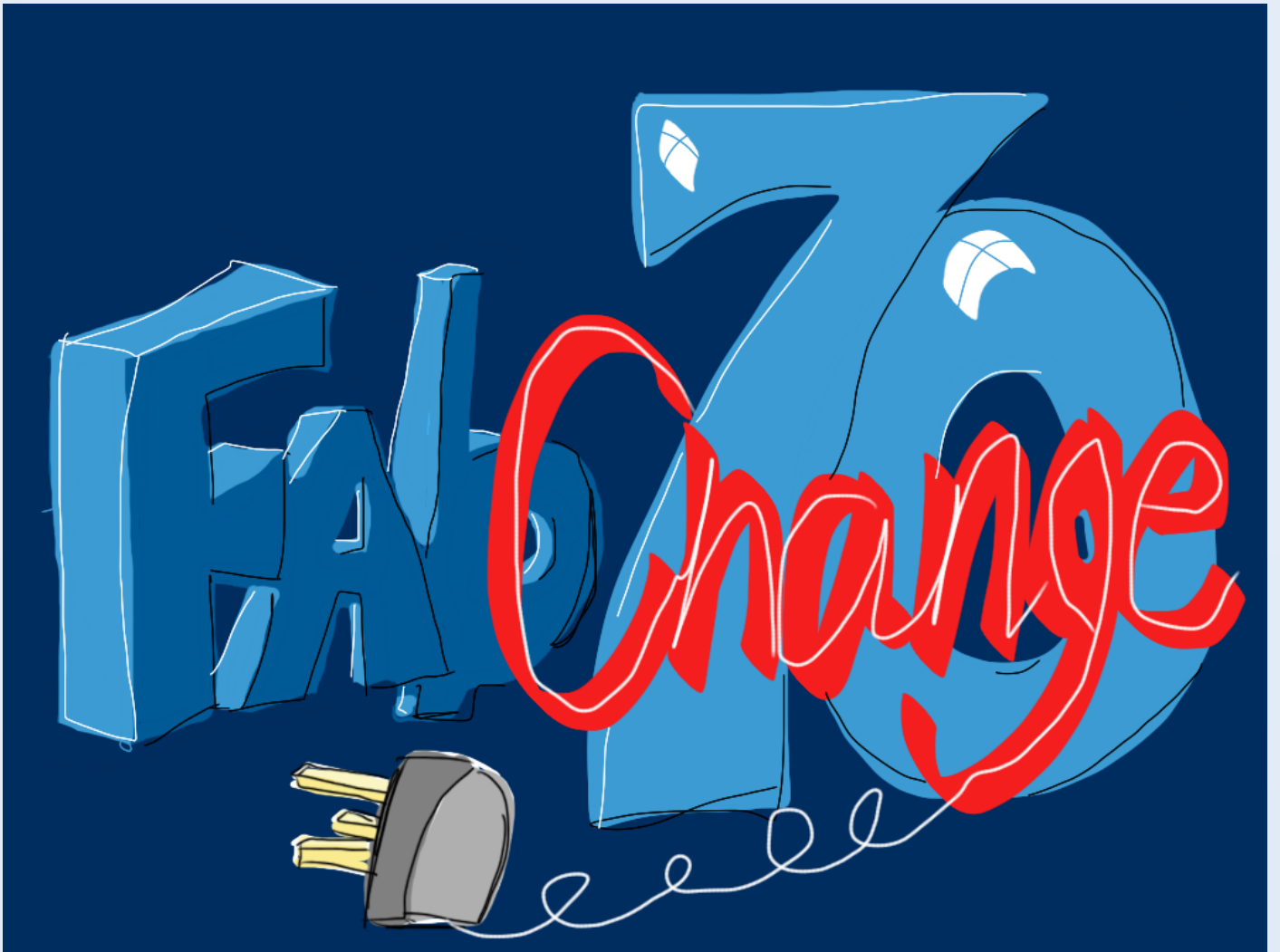


What can YOU share, in the 70<sup>th</sup> year of our NHS





**17-19th October**





## Contact details

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Should you have any queries relating to the content of this document or require assistance in planning Fab Change 70 within your area, please feel free to contact us.

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Fab Change 70

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