

Small Changes, Big Result

An innovative new programme which frees up time for staff to spend on direct care is proving to be a huge success.



After only three months of rolling out the 'Productive Ward Programme: Releasing Time to Care', staff at the Assessment and Treatment Unit are already providing more direct care.

Janet Barker, Ward Clerk, said: "We have only just finished the first stages of the programme and already, just from reorganising the ward and changing the location of information, time spent on direct care has increased from 43 per cent to 56 per cent."

Some of the most significant changes have come through really practical measures such as reorganising the ward so everyone knows where everything is at all times.

Janet added: "I can't believe how the little things we have done have made such a big difference. We completely reorganised our stock cupboards and put pictures on the front of the doors so we can easily find what we need within seconds without spending minutes looking for things."

"I can't wait to start working on the next set of modules, especially meal times, looking at what we are doing well already and how we can improve things so that meal times can run more smoothly."

Since introducing the Productive Ward Programme staff have really noticed it has resulted in more opportunities to work directly with service users.

Jessica Craven, Occupational Therapy Support Worker, said: "In just two weeks I could see the difference in the amount of time I could spend working directly with service users."

"I now have more time to plan, working together with service users on person-centred therapeutic activities they would like to do which will help them within their recovery."

Staff are already benefitting from the changes; 100 per cent of staff feel a valued member of the team.

Joanne Cansfield, Ward Manager, said: "We're taking a multidisciplinary approach to implementing the programme so everyone is involved. When we reviewed how well we were doing the results were really encouraging."

"We've seen a big increase in people feeling supported within the team which is fantastic and now more people feel empowered to make changes. It's helped to improve work life balance for the team by almost a quarter."



"The best thing about the programme is that it allows everybody to become involved in making small changes that allow more time to be spent with service users. Above all, the changes we are making can be sustained."

Senior managers are actively taking an interest in the programme and regularly visiting all wards signed up to the scheme.

Ward Clerk, Janet Barker, said: *"Simon Large, Chief Executive, visited the ward and asked for our ideas to introduce more efficient ways of working. We suggested reducing the amount of time it takes us to log on to our computer which is valuable time we could spend on direct care. Simon is now looking into that for us. It's great that the top team are visiting us and listening to our ideas."*

The whole staff team on the ward, both clinical and non-clinical, are playing a key role working through the 13 modules within the programme.

Staff Nurse, Emma Underwood, said: *"The Productive Ward programme provides a great set of tools to support our team on a daily basis. We are using the 'Patient Status at a Glance' board which displays all the information we need on a regular basis so that it is available to everyone. It may seem obvious*

but this information was not visible or to hand in the past. Now we can all see what is happening there has been a 100 % reduction in interruptions. What's even better is that we can adapt the board to suit our ward."

Krishnakumar Nair, Productive Ward Project Lead, said: *"The first stage has been really successful. I cannot praise the team enough for the way in which they have embraced the programme and really made it work for them. Their positive experience has paved the way for the next wards to come on board."*

Looking forward to joining the programme in January are Fern, Maplebeck, Baildon, Ilkley and Thornton wards.

To visit the Assessment and Treatment Unit or find out more about the Productive Ward Programme contact Krishnakumar Nair on **01274 363871**.

In future editions of Connections we will speak to some of the other wards taking part in The Productive Ward: Releasing Time to Care to hear their experiences first-hand.

