

What Matters to You?

Dietetic administration team
2023

A summary of our experience

Preparation and delivery

Preparation

- Facilitator meeting to plan each session (linked with admin manager – room booking, stationery and equipment)
- Used Trust WMTY resources
- Identified scribe (inc summarising flipcharts)
- Circulate agenda pre-meeting
- Build in time for discussion / introductions at beginning of first session

Delivery

- Away from usual work space
- Explain role of facilitators
- Ground rules (psychological safety)
- Time keeping
- Review of previous session and any useful changes / quick wins
- Summing up and planning ahead

Overview

- 3 sessions:
 - 1st (what works well / not so well?, generating ideas, priority areas to explore)
 - 2nd (ideas on how to progress each priority)
 - 3rd (work together on top priority)

Outcomes and reflections

Outcomes

- Identified 4 key priority areas
- Some quick wins around communication e.g. electronic team diary, admin staff now attending team meetings
- Plan developed for top priority – agreed ‘checklist for adhoc home working requests’ (for trial May to July)

Reflections

- 1st session: really +ve feedback from staff, happy to be given opportunity to speak about how they feel and what is important to them
- Difficult for facilitators to avoid offering solutions to problems

The Podiatry experience of WMTY Dec 22

- Protected admin time
- Unrealistic time pressures
- Not enough staff

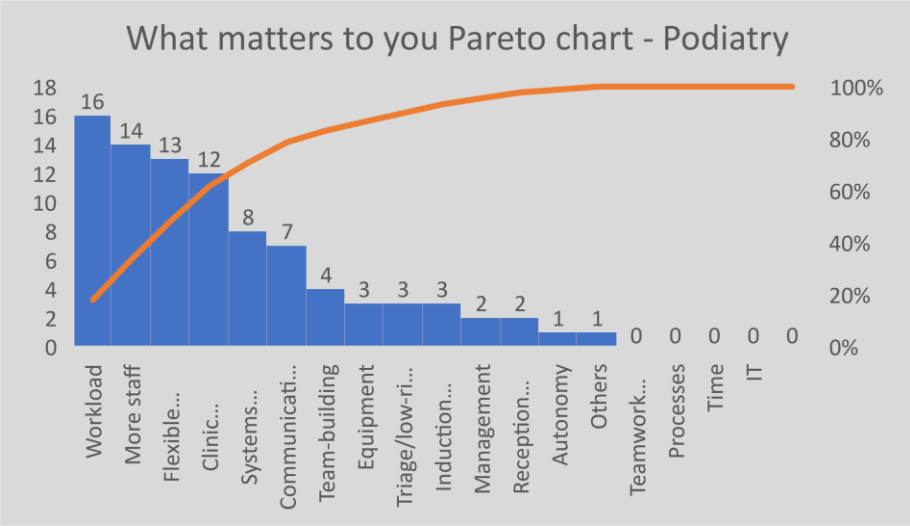
Staff survey results 2022

Crowdsignal survey - Nov 22

Away Day inc WMTY - Dec 22



- More flexibility
- Stop access for low risk patients
- More autonomy
- Emotionally exhausting
- Reception cover at clinics



Progress

- 13/12/22- Away day
- 23/12/22- some quick wins introduced
- 30/1/23- follow up meeting – developed 4 working groups
- 28/3/23- follow up working group meetings
 - Review of patient follow up/ DNA standards
 - Simplifying care plans / S1 processes
 - Caseload management / upskilling B3
 - Flexibility ??? not so easy
- 2/5/23- follow up working groups with WMTY facilitator

Positives

- Opportunity for staff to feel listened to, and know that the wider trust are listening also
- Day away from usual workplace, staff group first time together since COVID
- WMTY team collated survey results
- Some quick wins introduced
- Support and structure from the WMTY team at the away day
- Opportunity for more staff to be involved in projects who may not usually engage

Challenges

- Broad remit- not so easy to narrow down to one project
- Too many projects simultaneously
- Time out of clinic for group work increases waiting list pressures
- Ability to implement any changes seems further away
- Further staff leaving department
- Momentum for QI work when patients not being seen

“By 2025 there will be a considerable shortfall of podiatrists to meet patient needs” HEE