



Tell us your story in a nutshell

We are a large department, separated into 4 very different key workstreams based across East London, Luton and Bedfordshire including incidents, complaints, health and safety, security and risk management and Datix which is a challenge in itself. The department deals with some very difficult issues on a daily basis including serious incidents, complaints, health and safety investigations and reports; responding to and helping service users, carers, families and staff. Historically retention of staff has been an issue and staff survey results have identified low results relating to feedback and communication.

The project team have identified and implemented a range of actions and these have been particularly successful where food is involved including social events, meals out, and bring and share! We have also introduced Thanks and Compliments boxes at all our sites which provides an opportunity to thank our colleagues for going that extra mile, these are read out at our monthly department meeting. A monthly newsletter has also been developed "lightbulb moments".

As a result we have all to go to know each other better outside the work place and understand our different personalities and how this may affect the way in which we all work together. With the introduction of the Thanks and Compliments boxes staff feel more valued and are able to show and share their appreciation for others.

The project is still very much in progress and we will continue to meet and re-evaluate our position. The team is very much looking forward to the Health E1 move.



our project story!

Please return your completed poster to elft.qi@nhs.net