

Improving Staff Morale on Children's Ward

True North

Be an outstanding place of work where staff can flourish

Problem Statement

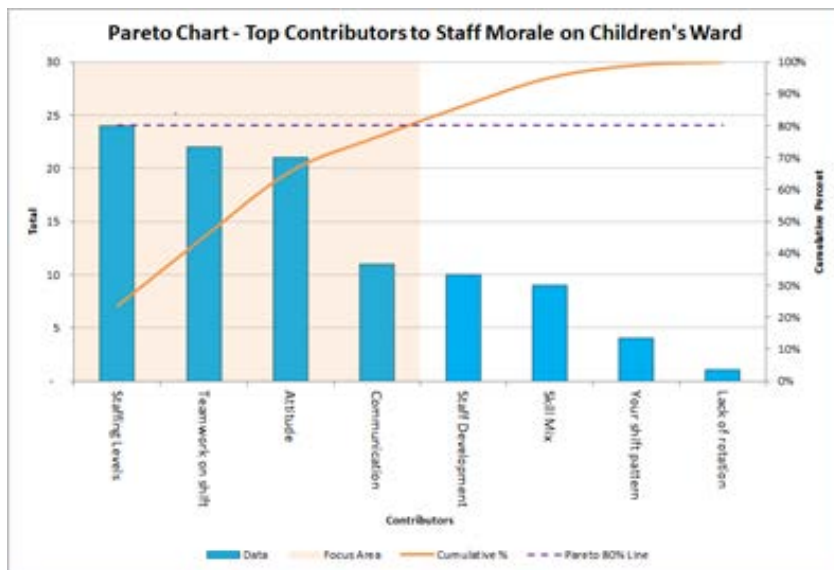
From a staff survey carried out in June 2019, 1 in 5 staff stated being unhappy or having low morale at work. This impacts negatively on staff retention rates and potentially on patient safety.

Vision/Goals

Vision: all staff to feel enthusiastic, confident and empowered at work.

Goal: to maintain current result of staff happiness survey for the next 6 months.

Current Situation & Root Cause Analysis



- Staff survey on staff morale sent to all staff
- Ongoing data collection of comments on teamwork

Teamwork

Attitude

Communication

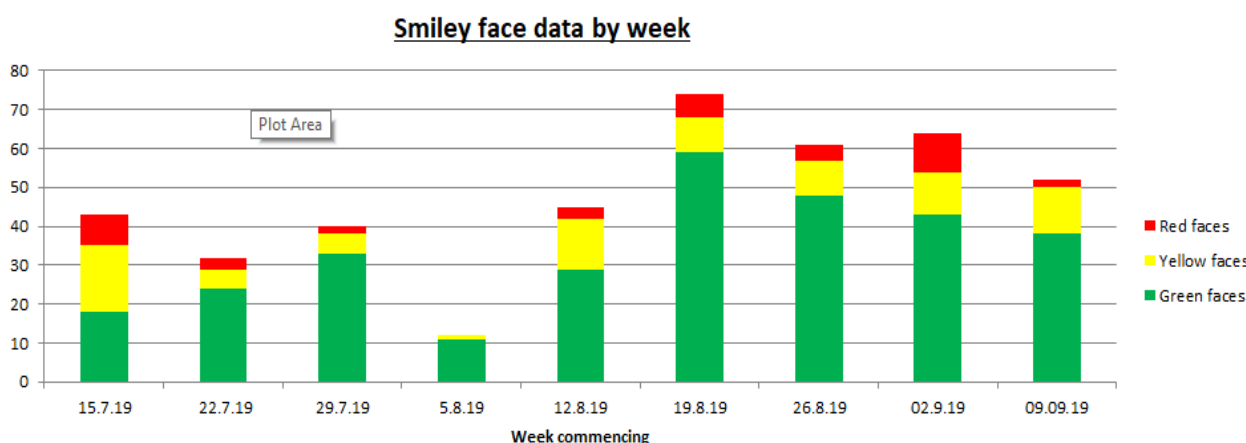
Themes arising from surveys:

- Negative environment
- Allocation of staff
- Inconsistent leadership
- Unclear of roles and responsibilities.

Countermeasures

Concern	Cause	Countermeasure
Poor teamwork	Poor communication channels	Implement daily status exchanges
Staff feel underappreciated	Focus on the negatives	Monthly pot of gold prize
High variation in allocated workload	No current standard for shift allocation	Develop shift allocation process standard work
Lack of learning from good practise	Focus on the negatives	Learning from excellence "greatix"

Outcomes



Team Members



Hannah Wood,
Clare Scott,
Nico Webb,
Madi Hall,

Molly Priestley,
Gemma Gough,
Kirsty Harvey &
Bev Gilbert.