



People Make Change Happen

@nhsscotlandevent  #NHSScot19

Dr Alison White

Emergency Medicine Consultant, NHS Tayside

Outcomes

- Understand the value of developing leadership at the three levels of self, team and system.
- Be better placed to take responsibility for their own role(s) and contribution in monitoring and improving staff experience by evidencing continuous improvement.
- Appreciate the potential of learning through being open, understanding the importance of reflective practice, enabling delegates to replicate this approach in their own workplaces.





learning from excellence



i Matter Action Plan

Area for Improvement	Desired Outcome	Actions
Increase feeling of appreciation for all grades of staff	Improved staff sense of value and appreciation for work completed	Development of Learning from Excellence program and roll out of Joy in Work training program.



"Appreciation can make a day - even change a life.
Your willingness to put it into words is all that is necessary"

Margaret Cousins

**YOU ARE
APPRECIATED**



Martin Fraser

*Team Leader, Shotts Station, Scottish
Ambulance Service*

Rebooting Front line A/E Management

Encouraging front facing direct line management to
improve staff engagement and patient care

Martin Fraser, Team Leader, Shotts Ambulance Station







The following are some staff comments, in their own words, regarding how this change in management style and new approach to old issues has affected them individually.

Quotes from the Staff

"Whether on duty or off duty and even on annual leave, our Team Leader can always be contacted and relied upon to offer support, guidance and practical advice. This provides us with the confidence to carry out our duties knowing that we are up to date with the latest guidelines and clinical knowledge" -

Stephen Graham, Paramedic

"At Shotts Station our Team Leader's door is always open. He is approachable and makes time to keep staff informed. He provides a great support base, with on the job or emotional support and seeks out further assistance if required. I have confidence in his abilities to assist with any issues or queries. He takes pride in all his work with a great work ethic and does what is best for each member of staff." -

Stefanie Barr, Ambulance Technician

"Coming into the service as a VQ student I immediately felt welcomed into the team at Shotts. All the staff have been supportive and interested in my training and progress to become a qualified technician. My team leader has taken a very proactive role in supporting my learning and regularly goes out of his way to offer advice and practical skills sessions to myself and other students on the station. I feel this support has been vital in giving me the skills and confidence to progress onto my paramedic training." -

Adrian Gibaut, Ambulance Technician

Catriona Vernal

*Senior Project Officer for the Maternity and
Children Quality Improvement Collaborative,
part of the Scottish Patient Safety Programme,
Healthcare Improvement Scotland*

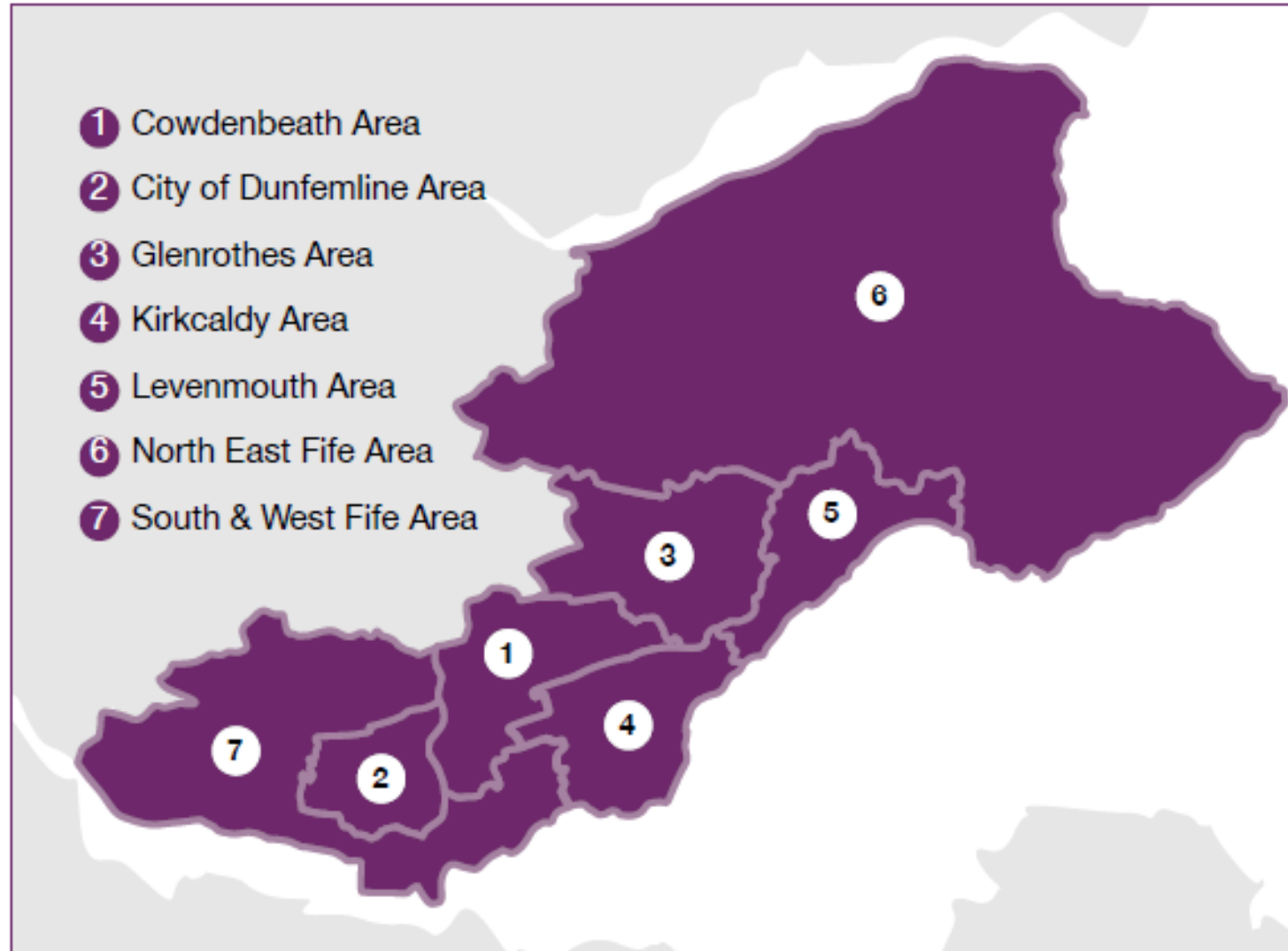


Pam Stirrat

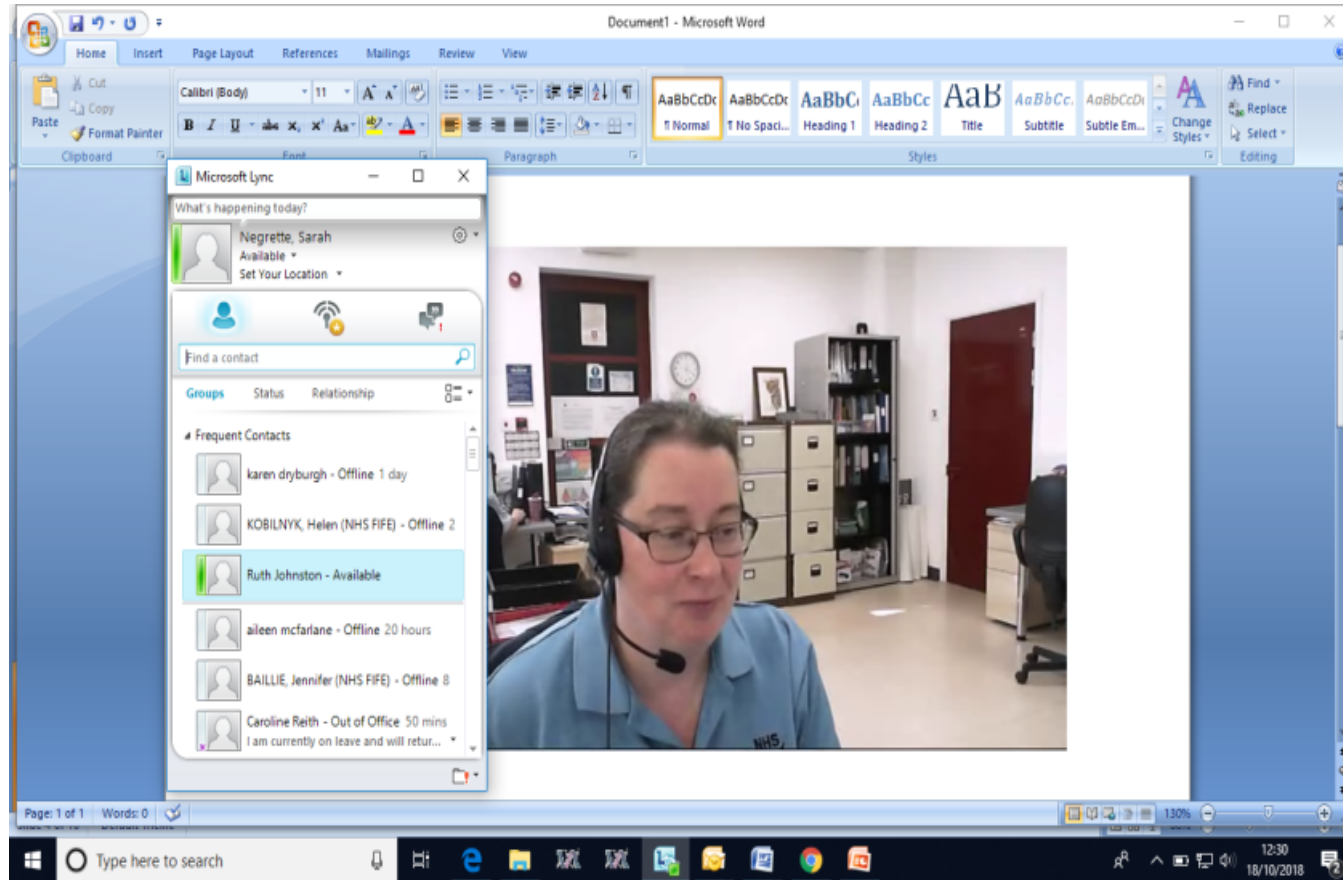
*Children and Young People's Occupational
Therapist, Fife Health and Social Care
Partnership*



Being a community service



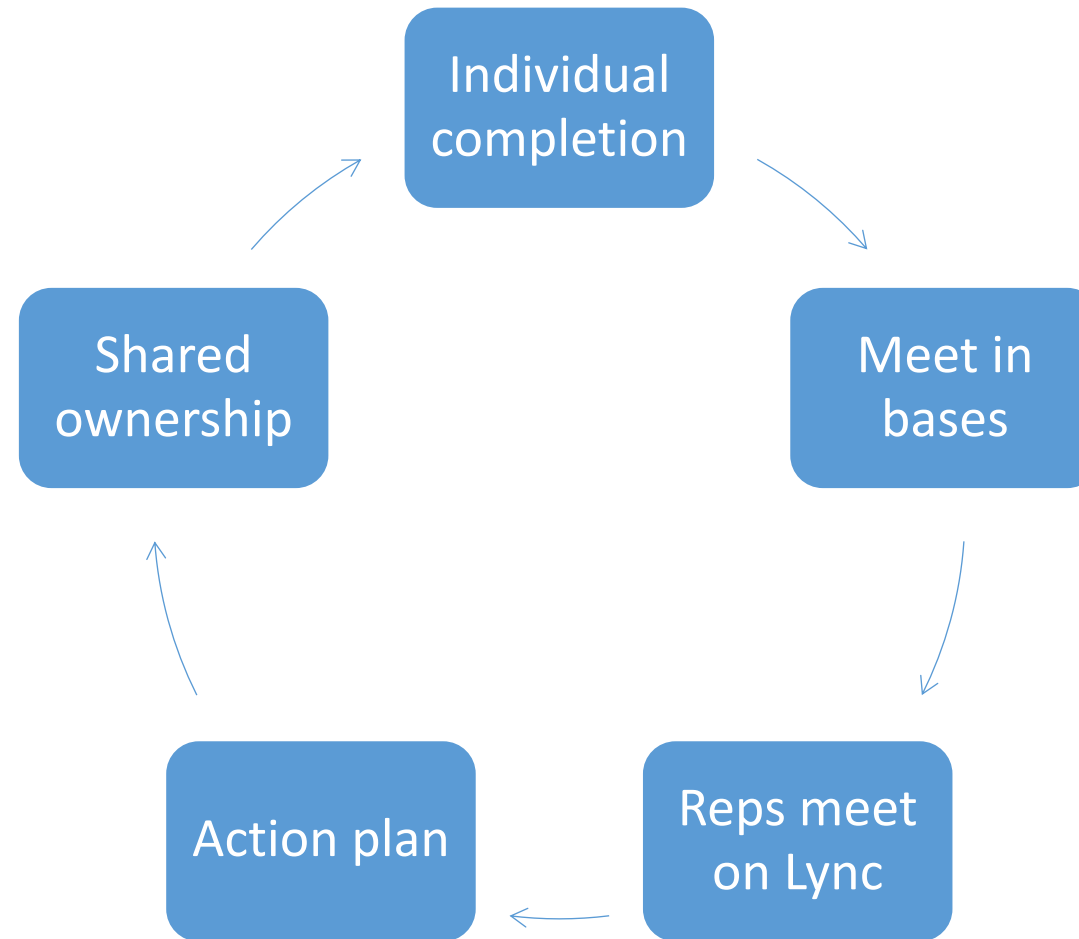
Microsoft Lync



Staff say: “It is quicker and easier than using the phone”. “Click on your contact icon to see instantly who is available to message, call or video”

“Just because I work in a remote area does not disconnect me from my colleagues” Caroline, Occupational Therapist

How we engage with iMatter



What staff say about engagement with iMatter

"it contributes to us feeling valued" *Fiona Mudie, Occupational Therapist*

"it reinforces that it is everyone's responsibility to support and maintain a positive working culture and relationships" *Ruth Johnston, Lead Occupational Therapist*



"it is important we are asked what matters to us" *Aileen McFarlane, Occupational Therapist*

"it is great to celebrate what we do well and to be clear about what we could do better" *Hazel Golon, Occupational Therapist*

"We matter... we make a difference"

Suzy Aspley

Head of Communications, NHS 24



project lift
live your potential



SUSTAINABLE



COMPASSION



LEADERSHIP



EMPOWERED



LEARNING



PEOPLE



DEVELOPMENT



RELATIONSHIPS



HUMANITY



FUTURE



TEAM



POSITIVE



CHANGE





**Thank you for
choosing our
storytelling session!**





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