

P026

## P026 -A JOY IN WORK APPROACH TO SERVICE CHANGE AND STANDARDISATION

Mrs Jacky Gandy<sup>1</sup>, Miss Rachel Nandy<sup>1</sup>

<sup>1</sup>Royal Free London NNHS Foundation Trust, London, United Kingdom

Introduction: Joy in work is an intellectual, behavioural and emotional commitment to satisfying and meaningful work. Joy in work (or lack thereof) not only impacts individual staff engagement and satisfaction; but also patient experience, quality of care, patient safety, and organisational performance<sup>1</sup>. It has been acknowledged that teams who are happy and healthy deliver improved patient care. The overall aim of this project was to increase the percentage of staff reporting they are moderately or extremely satisfied at work by 10% within 6 months and to reduce staff turnover by 5% in this timeframe.

Method: The Therapy Leads within the Trust organised a workshop to help interdisciplinary staff learn about Joy in Work and have an introduction to Quality Improvement methodologies. As part of this workshop, all staff:

- rated their joy in work
- used nominal group technique to come up with the one issue in their team that if improved would bring them increased joy in work
- listed their 'fun sponges'

Within the Renal and Diabetes Outpatient team, we decided the time taken to complete patient-related administration was the main 'fun sponge; and so we focussed on potential steps to improve this.

Results:

Discussion: The main issue discovered was that we didn't have any documentation standards specific for our clinical area, and there was great variation in practice (including administrative processes). Further exploration suggested it would be difficult to streamline our practices given the quantity of information we need to include to meet our professional record-keeping standards; however we felt we had an opportunity to improve consistency within our team and to write mandatory documentation standards and clinical pathways.

Conclusion: Now that we have developed the necessary standards and clinical pathways to ensure consistent documentation and patient care delivery within our team, we need to conduct regular audit.