Engaging staff in a cold climate

Improving workforce moral and productivity

Alison Robertson, Director of Nursing and Patient Safety

Or
Keeping the Ship afloat and keeping the focus on the patient

St George's The Challenge

- Recently integrated with community services, trauma centre, hyper-acute stroke centre.
- Not yet an FT
- SW London sector
- Large cost reduction programme
- Plus QIPP savings

= a significant challenge

Quality
(safety, experience, effectiveness and outcomes)

- Operating framework 2011/12
- Outcomes framework 2011/12
- Quality Accounts
- CQUINS
- 'Nothing about me without me'

How to avoid the slash and burn approach and move towards

'More with the same,

Not

More of the same'

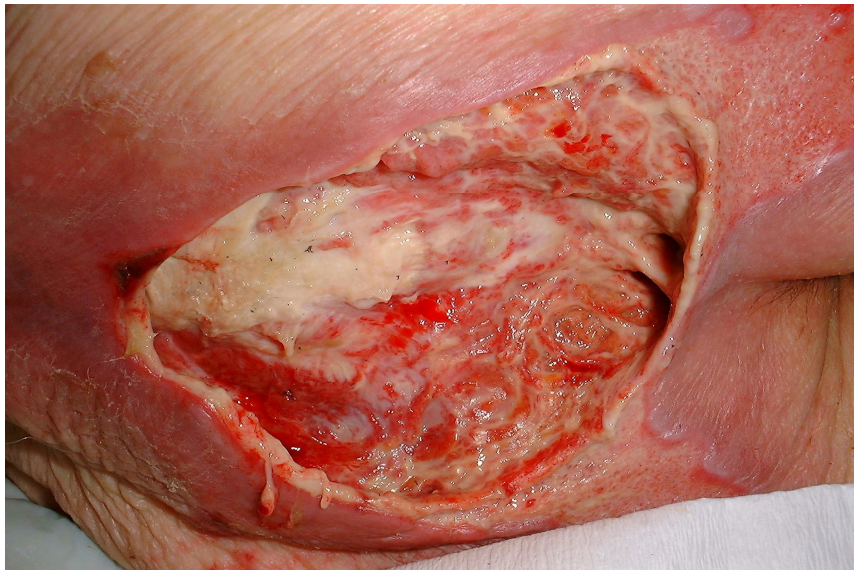
This will require:-

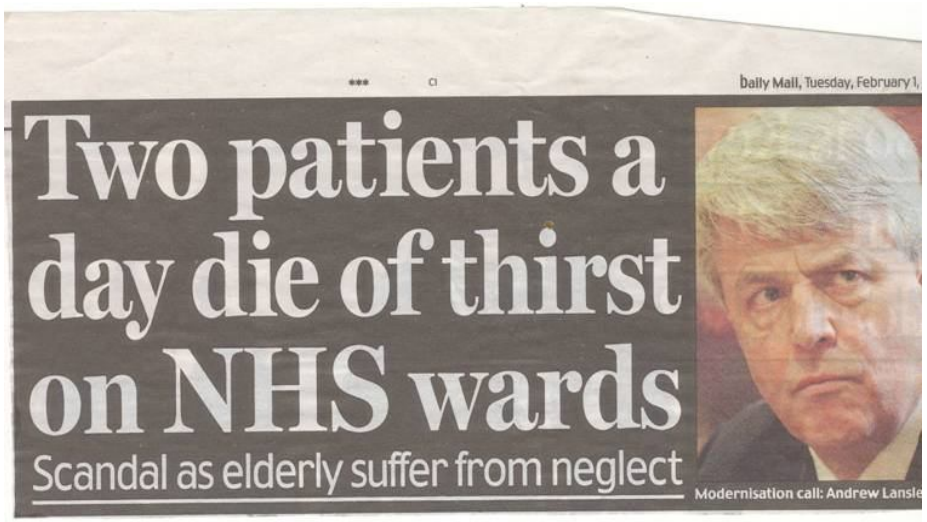
- ✓ A focus on execution rather than analysis.
- ✓ Leadership.
- ✓ Change management capabilities.
- ✓ Engagement.

The Nursing & Midwifery contribution

- Energise for Excellence in Care
- Take advantage of being an integrated organisation
- Developing and incentivising the workforce

Poor quality costs





Daily Mail, Tuesday, February 1,

Two patients a day die of thirst on NHS wards

Scandal as elderly suffer from neglect

Modernisation call: Andrew Lansle

Maintain the focus on patients

- Quality strategy
- NED quality champion
- Quality rounds (day and night)
- Additional patient surveys
- Re-launched patient experience trackers
- Reporting and accountability structure
- Focus on complaints

Maintain focus on Patient

- Hourly rounding
- 'Don't take your troubles home'
- Ward to Board reporting
- Productive series

Summary – there are two scenarios: