

## Acknowledgement:

This approach was developed on Mulberry 3 by Terry Hill, Ward Manager, CPFT.

## Example:

Health Care Assistant was able to implement a knitting group with the aim of knitting hats and booties for the neonatal unit at Addenbrookes hospital. The idea was simple and the HCA was able to move this forward, from the line manager's perspective the barriers that needed clearing were risk assessing the activity and procuring the funds for the equipment required.

# Small Changes for the Bigger Picture

*Theme: Empowering Space*

## Objectives:

- Enable frontline staff to truly believe that every single member of the team can make a difference to the patient journey.
- Build confidence and positivity in the team by supporting staff to overcome the hurdles that lie in the way

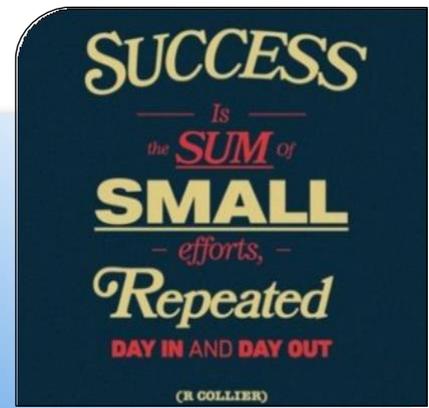
## Concept:

This is a simple tool that guides the user to define and describe the idea and the benefits, highlight the evidence and create SMART goals for achievement. Continual evaluation and improvement is necessary for achieving excellence, this tool can be utilised to develop a challenging and innovative culture that says "why not" and "yes we can" more than we say "we can't do that" and "well, we have always done it that way".

The tool can be used to challenge every member of your team to identify an area of the service that can be improved and a method to achieve that improvement. As the title of this document suggests the improvement can be a tiny change but when combined with everyone's suggestions it will make a big difference. Frontline staff will be supported to ensure the idea is evidence based and work with them to plan it however the ownership of the idea remains with the person and they receive the recognition for it. The line managers role will be to use their influence to remove the barriers which may be faced in implementation.

## Pragmatics:

It requires very little set up or implementation. The principal



Time:

Cost:

Training:

Staff:

Quick Win:

challenge is to get staff on board and help them to see that their ideas will come to fruition. Encourage each member of staff to come up with one idea and think it through with the rest of the team. Leaders need to ensure that everyone's ideas get listened to and acted on. Tracking progress in supervision sessions will show genuine interest. Managers must be prepared for courageous conversations from the frontline if hurdles that were promised to be removed are still in place. Crediting the person with the idea and celebrating successes of initiatives will encourage others to follow suit. If the initiative revolves around a change idea it is important to ensure that the changes made are bedded in and sustained.

## Top Tip:

Overcoming the initial inertia will be difficult, but once you are past that phase, the results are not summative but multiplicative.