

Listening into Action



# Unlocking the potential for transformation

*Breaking paradigms, creating ambition, raising the bar*

What is LiA about?

# Unlocking the potential for transformation

- Our 16,000 staff have the ideas, solutions and passion to help us deliver the transformational change we will need in order to remain one of the leading care providers in the NHS.
- Our focus for the next few years is to provide the opportunities to unlock this potential and change the way we do things.
- Listening into Action will compliment other engagement and involvement underway including Transformation Through Technology, Integration, Sign Up to Safety, Service Improvement etc.
- But what is Listening into Action?

## Why?



Because engaged, empowered staff feel happier and deliver better care

Lots of scope to improve  
things for our patients and  
ourselves



## It's about...

### What is Listening into Action (LiA)?

- A new way of working that mobilises staff around better patient care
- Not an 'initiative' - a *fundamental shift* in the way we work
- Enabling our teams to make improvements from the 'inside-out'
- Giving 'permission to act' and simple processes to help
- Cutting out non value-add activity and unblocking the way
- Working together to do our best for patients
- Feeling valued, engaged, proud

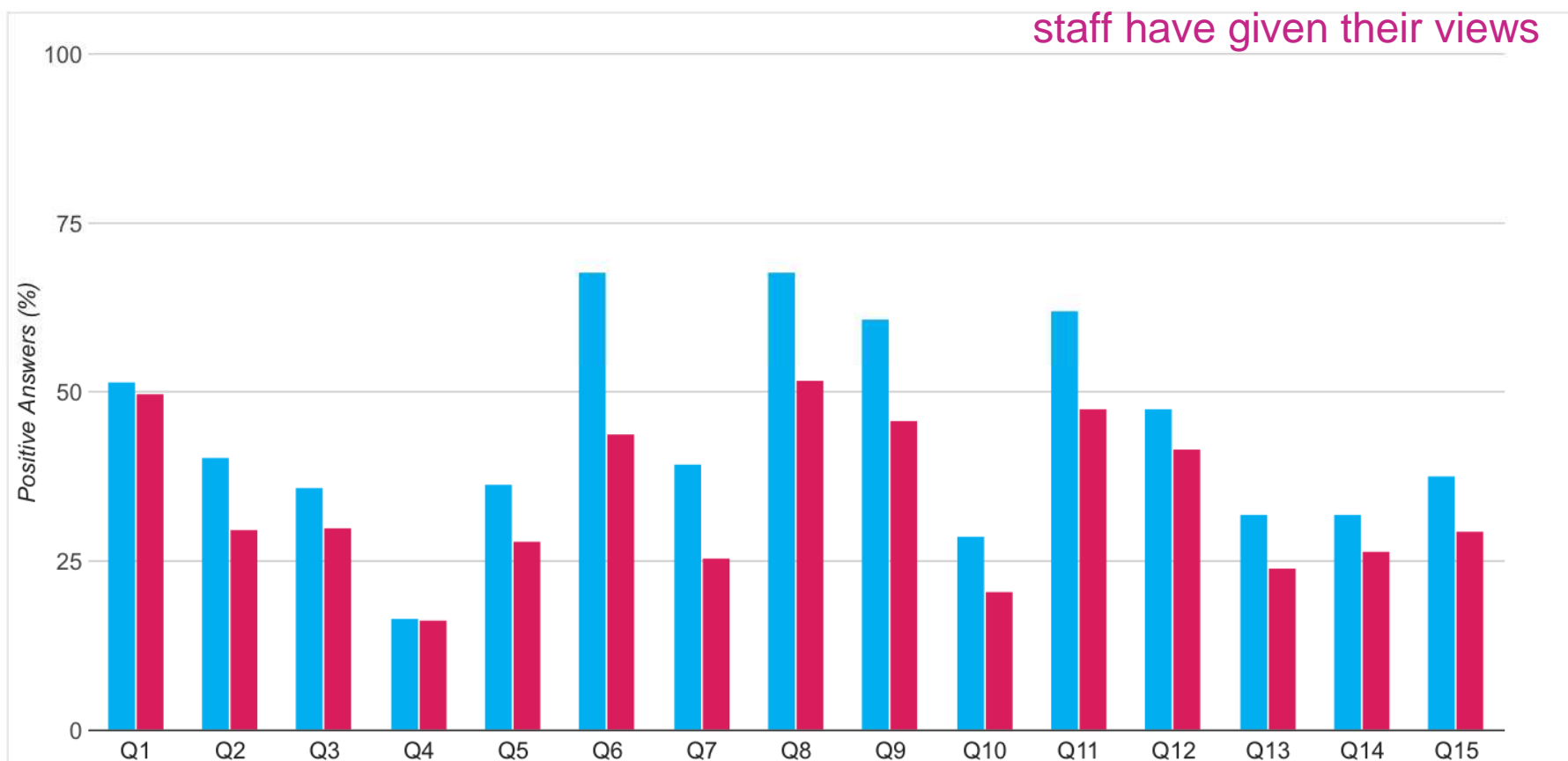
*Breaking paradigms, creating ambition, raising the bar*

[www.listeningintoaction.co.uk](http://www.listeningintoaction.co.uk)



## ... LiA Pulse Check snapshot view of how engaged and valued staff feel

Sheffield Teaching Hospitals NHS FT  
Healthcare | NHS | Average of all Organisations



Almost 3,000 STH staff responded to date – 1 in 5 staff have given their views

## How it works – from ‘listening’ into ‘action’ within weeks...

### 10 big LiA Staff Conversations with 100 people at each

Personally led by Andrew  
Cash with a rich mix of staff  
across all levels and roles –  
to *listen* to what really  
matters to staff

### Trust-wide ‘Quick Wins’ and ‘Enabling our People’ schemes

Starting without delay and  
with direct involvement  
from staff to take *action*  
and improve the way things  
work around here

### ‘First 24+’ pioneering teams to prove it works

Teams / pathways /  
departments who want to  
*pioneer adoption* of LiA to  
engage all the right people  
the changes they want to  
see



Within the first 4 months

... using early stories and evidence to 'fuel' the spread



## Quality and Safety – examples



70% increase in the number of PTs able to leave before 10am  
(Croydon)



Deteriorating PTs vitals measured 40% quicker  
(ESHT)



10 ACPs in A&E improving PT safety/ saving £200K  
(ULHT)



34% safer care provide by haematology service  
(Aintree)



25% decrease in mortality for hip fractures  
(HEY)



15% increase in PTs receiving scans within 24 hours  
(Portsmouth)



86% stroke PTs thrombolysed within 60 mins  
(Aintree)



66% reduction in hospital acquired pressure ulcers  
(T&S)

## Patient Experience - examples



60% reduction in LOS stay  
for acute older patients  
(WUHT)



2,000 PTs with dementia have  
access to Memories café  
(Wirral)



Paediatric allergy clinic  
provides care closer to home  
(PAHT)



Increased recovery from  
addiction/decreased DNAs  
(B&SMHT)



PT experience champs  
listening & learning from  
(EFT)



Entonox in endoscopy  
reducing LOS and side effects  
(EC)



Neuro rehab LiA PT conversations  
improve/ enrich PT exp  
(Croydon)



Improved bereavement  
service for relatives  
(HEY)

## Areas in STH to impact through LIA

PATIENT SAFETY

ACCESS TO CANCER CARE

INCREASE IN LOW LEVEL  
INCIDENTS REPORTING

REDUCE WAIT TIMES AND  
DELAYS

REDUCTION IN PRESSURE  
SORES

LESS CANCELLED  
OPERATIONS AND  
PROCEDURES

MORE PATIENTS ABLE TO  
LEAVE HOSPITAL BEFORE  
11AM

REDUCED LENGTH OF STAY

PERSONALISATION OF  
CARE

REDUCING HARM AND  
FALLS

STAFF HEALTH AND  
WELLBEING

EQUALITY AND DIVERSITY

LEADERSHIP  
OPPORTUNITIES

TRANSFORMATION  
THROUGH TECHNOLOGY

SERVICE IMPROVEMENT  
PROJECTS



## Key Dates

Big Conversations 28<sup>th</sup> November , 5<sup>th</sup> and 12<sup>th</sup> December  
BME event 4<sup>th</sup> December

## What Then?

Launch of 24 teams in the New Year

