

Complimenting your colleagues. How small changes in your interactions with your co-workers can lead to a positive culture change within a Federation.

Islington GP Federation is an organisation jointly owned by the GP practices of Islington. We were formed in December 2015 with the goal of supporting the sustainability and resilience of general practice in Islington and thereby improve the health and wellbeing of patients throughout the borough. We now employ over 200 people, clinical and other staff, in a variety of sessional and salaried positions across the organisation.

Last year, Islington GP Federation (IGPF) moved into new premises after staff members being spread over multiple sites historically. It became clear that there was a growing sentiment within the company of feeling fragmented and disconnected from the wider team. We decided after moving into one space to focus on integration and building a culture of inclusivity within the Federation in the hopes of boosting team morale.

DISCOVER



What we did to implement change:

- Encouraging positive reinforcement via a compliments wall. Members of the team can compliment their colleagues when they feel they have gone above and beyond
- Having weekly huddles – we discuss the different projects happening, introduce new staff and disseminate important information
- Enabling the team to volunteer in the community, including a 24-hour stationary bike ride that raised money for Children In Need and providing 38 hampers for 2 charities, Xmas 2019
- Circulating cards for important events i.e. birthdays/weddings
- Projecting slideshows to the screens in the office giving positive updates about what is happening at IGPF, both professional as well as personal – for example, pictures from conferences staff have attended or new babies/wedding pictures

The impact of this work has been:

- A sense of community
- More collaborative working
- People feeling appreciated
- Better integration of separate teams
- A nicer working environment
- Development of a vision for the organisation



DESIGN

- The focus on integration and better wellbeing at work began in Early 2019. By the end of 2019, IGPF have hosted several charity events and have come together as a team ten-fold compared to 2018.
- We will share learning through different sources to include: workshops held at IGPF offices, links across NCL, links with UCL Partners, IGPF AGM and team days and routine comms
- Our biggest challenges will be Buy in from the entire team – an option is asking staff members to nominate charities they would like to volunteer for going forward
- More colleagues will need to be involved in organising rather than relying on one staff member
- Reaching out and collaborating with external sources will be a challenge, especially when each has their own vision of the end goal.

DESTINY

Events at our offices with stakeholders

More volunteering in the wider community

DREAM

More staff input in driving the process forward

Integrated working with external organisations