

## Learning From Excellence: Improving the Wellbeing of the Scheme Users *and* Providers

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### DISCOVER

The LFE scheme was launched in May 2020 in our paediatric department at St. Helier Hospital to improve **wellbeing** during the Covid-19 surge.

A survey at 4 months reported improvement in **morale, teamwork, and patient safety**.<sup>1</sup> Due to its popularity we expanded to include more staff groups and collaborated with colleagues at our Epsom site.

We received over 250 nominations during a 15-month period.

**The Problem:** With increasing nominations, our system of processing email and paper forms, creating certificates, and sending a monthly bulletin proved very **time-consuming** for our team.



### DREAM

An **efficient** system that multiple departments will want to employ.



LFE members will spend their time reviewing **themes of excellence** and sharing these with others, rather than admin.

Repetitive & boring tasks will be automated.

### DESIGN

An online reporting system led to a significant **workload reduction** in processing nominations.

We created a computer program which can generate and automatically send certificates to nominees in **under 4 seconds per recipient!**



### DESTINY

We have presented at Trust-wide meetings and are collaborating with our Patient Safety Manager.

We hope to **share** our process with other LFE teams and encourage efficiency.

