Trust Board is asked to note the importance of the Transforming Care Production System (TCPS) to our staff and patients.  
2700 of our staff have now accessed TPCS training with 1 in 4 leading targeted improvement work.

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<tr>
<th>Recommendation</th>
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| NOTE | is asked to note the importance of the Transforming Care Production System (TCPS) to our staff and patients. 2700 of our staff have now accessed TPCS training with 1 in 4 leading targeted improvement work. |

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<th>Reporting to:</th>
<th>Trust Board</th>
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<tr>
<th>Date</th>
<th>31 May 2018</th>
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<table>
<thead>
<tr>
<th>Paper Title</th>
<th>Transforming Care Update – May 2018</th>
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| Brief Description | Several more significant steps have been achieved:  
• Patient, Julie Southcombe shared nationally the impact of her involvement with TCPS work at NHSI Learning from Lean Conference  
• Value stream progress is now included at each Senior Leaders Trust meeting to support wider implementation of tested solutions  
• TCPS work and SaTH’s organisational strategy has been further aligned via the Directors annual objectives  
• Respiratory value stream transition to Unscheduled Care Group in April 2018, and is now extending as their standard work value stream |

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<thead>
<tr>
<th>Sponsoring Director</th>
<th>Simon Wright - CEO</th>
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<tr>
<th>Author(s)</th>
<th>Cathy Smith – KPO Lead</th>
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<tr>
<th>Recommended / escalated by</th>
<th>Simon Wright - CEO</th>
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<th>Previously considered by</th>
<th>Regular update required by Trust Board</th>
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<tr>
<th>Link to strategic objectives</th>
<th>Safest and kindest</th>
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| Link to Board Assurance Framework | Delivery of Transforming Care Methodology: objectives 32 and 33  
32. Continue with TCI lean methodology across the organisation from April  
33. Review capacity for Lean for Leaders from April |
|-----------------------------|---------------------|

<table>
<thead>
<tr>
<th>Outline of public/patient involvement</th>
<th>Patients are supporting this work through co-design at Rapid Process Improvement Weeks, supporting national sharing events, attending reports outs and undertaking sponsor/team member roles for particular value streams.</th>
</tr>
</thead>
</table>

| Equality Impact Assessment |  
Stage 1 only (no negative impacts identified)  
Stage 2 recommended (negative impacts identified)  
• EIA must be attached for Board Approval  
• negative impacts have been mitigated |
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<tbody>
<tr>
<td>Freedom of Information Act (2000) status</td>
<td>This document is for full publication</td>
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<td>This document includes FOIA exempt information</td>
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<td>This whole document is exempt under the FOIA</td>
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</table>
Transforming Care Production System

Trust Board Update: May 2018
Author: Cathy Smith, KPO Lead

Safer

MAKING OUR CARE SAFER AND KINDER

2 day reduction in length of stay for our respiratory patients
60% reduction in waiting time to first eye clinic appointment (18 weeks due to 7 weeks)

Engagement

1:4 of our staff educated in TCPS are leading an improvement initiative

Improvements made:

5S
All wards have examples of making the environment safer with 5S methodology

Sepsis
Pathway for Trust-wide implementation is being created on AMU, PRH

KPO Team Coaching
Trust leaders to run improvement workshops

Staff Kaizen Huddles
Staff attend TCPS huddles to share success

Leadership

SATH LEADERS ACCELERATING IMPROVEMENT

Importance to staff

STAFFING IS OUR BIGGEST RISK
TCPS can help remove waste and empower managers

References returned within 48 hours (previously 21 days)
Recruitment process shortened by 9 weeks
Increase in vacancies filled (Vacancy rate from 8.2% to 5.8%)
ED team together planning improvements

So how do we make reporting incidents easier?

MDT Team mapping care in ED

Introducing safety huddles in midwifery led units

TCPS training helps Clinical Coding Dept plan their annual leave

Set up reduction in clinic prep, helping the smooth running of clinics

Ward staff ensuring new staff have a good first day experience

Ward 27&Ward 28 using 5S

Fracture clinic staff respond to external audit

Sharing of learning and spread: 5S of blood trolleys departmental wide

Staff from across the Trust wanting to know more

Target: Educate 4000 by April 2019

Target: Engage 1000 by April 2019

Transforming Our Methodology towards

Lean for Leaders

Engaged using VMR Methodology

Value Stream Sponsor Teams

Guiding Team Members

RPIW’s

5S Roll out

5S is much more than tidying: Finance Team reduce payment process by 3 days
## TCPS Status and Challenges

<table>
<thead>
<tr>
<th>Organisational Objectives</th>
<th>Infrastructure &amp; Resource: 2018/19 plan</th>
<th>Wider Leadership Programme Integration</th>
<th>Culture, Sharing and Learning</th>
</tr>
</thead>
</table>
| **Trust Strategy**         | • KPO Lead to accredit additional 5xTeam leads and 3xWork Shop Leads  
• 5 additional staff to be identified to join KPO Team  
• KPO Apprentice to be appointed  
• Executive genba rounding to be embedded  
• Increased attendance at Staff Kaizen Huddles required  
• 5th KPO Specialist to achieve WSL accreditation | • Leadership Academy  
• Aston Team Coaching  
• Executives expected to undertake Transforming Care Leadership Training (ALT or L4L)  
• All staff Band 7 and above to have a plan for L4Ls training  
• Organisational Strategy alignment  
• Integration of values in practice agreement in TCPS education | • Staff Kaizen Huddle  
• RPIW Report out  
• National Sharing Event  
• Kaizen Event for Theatres  
• Learning from team NHSI  
• Further work with Amicus (Jack and Mary-Jane) scheduled for early June 2018 (embedding values in practice and medical compact) |

### Challenges

- KPO capacity is struggling to match demand from staff for:
  - Training
  - Process flow mapping
  - 5S workshops
  - Lean for Leaders training

### Trustboard are asked to note:

- Patient, Julie Southcombe shared the impact of her involvement with TCPS work at NHSI ‘Learning from Lean’ Conference
- Value stream progress now included at each SLT meeting
- TCPS work and organisational strategy further aligned via the Directors annual objectives
- Respiratory value stream transition to Unscheduled Care Group in April 2018, and extended into their standard work value stream
- The opportunities to develop greater knowledge of the TCPS