

Transforming Care Weekly

Fantastic Double Report Out



Above left: VS#4 (OPD) Ophthalmology Away Team.
Below right: VS#3 (Recruitment) Away Team.

Julie Southcombe and Tammy the Guide Dog :Above Right

Last Friday, following our double Rapid Process Improvement Week (RPIW), a fantastic report out was held at PRH in the Education Centre.

The two RPIW were the Ophthalmology Clinic Process and Recruitment - Advertisement close to Interview Day.

VS#4 OPD (Ophthalmology) RPIW #2

The Ophthalmology RPIW has improved the patient experience so that they are more aware of their progress through the clinic.

This has included patient pathway poster guides and handheld coloured guides which also alert staff who is waiting for which clinic.

The inclusion of patient representative Julie Southcombe and her guide dog Tammy in the away team was hugely beneficial.

Julie was able to give a patient's perspective which helped the team to develop their ideas with patients at the forefront of their minds.



VS#3 Recruitment RPIW #3

The Genba for the recruitment RPIW was Womens and Childrens with a particular focus on maternity.

The outcomes of the RPIW were the development of an intranet page for recruiting managers in maternity. The page includes a step by step guide to recruitment for managers which includes guidance on identifying a date for interview to be included on the advertisement.

This will improve the experience of candidates applying for jobs within maternity and improve the timeline from advertisement close to interview. The page also includes guidance on

NHS jobs and how to access training plus information on how to start your review of candidates before the job advertisement closes.

5S Success in Clinical Prep (RSH)

Recently, Clinical Prep at RSH have undertaken 5S in their A notes section. Chris Jones from Clinical Prep sorted and simplified the area, putting in shelf marking and signal Kanbans.

The next RPIW for the Ophthalmology value stream is going to be looking at the clinic prep process at RSH so this was a great way to introduce the Transforming Care Methodology to the team.

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