

Covid-19 Lessons Learned

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PPC and Trust Board
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Context...

- Feedback from staff important for the future
- Use the learning to support recovery of services and to increase staff morale and performance
- Pandemic (March to July 2020)
 - How was the pandemic managed?
 - What did we do well?
 - What could we have done differently?
 - How should we do things in future?
- Also use information from:
 - Staff Survey (Nov 2019) and quarterly cultural barometer survey. (Q1 2020)
 - Medical Engagement Survey – report Feb 2020 and also feedback from 6 listening sessions in July 2020
 - Emergency planning (pandemic) – survey July/August 2020.



Workforce & OD - Lessons Learned Plan

July

W/C 3rd Aug

W/C 24 Aug

W/C 7th September

- T & F group established to agree project plan & deliverables
- Timetable of events and communications & engagement plan agreed and implemented.
- Operational Debrief plan agreed and communicated.
- Table top review of:
 - Staff Survey data Q1
 - Medical Engagement data
 - Operational feedback from EMED engagement
- Develop & Share manager feedback guidelines & templates with Divisions re individual team listening events.

- Undertake trust wide digital listening events
- Operational debrief questionnaire issued.
- Divisional team listening events
- Facilitate Corporate lessons learned listening events
- Staff council/network engagement
- Staff-side engagement / feedback loop activity undertaken

- Review & analysis of final diagnostic & engagement data from: Operational debriefs; Listening events; Staff networks; Staff Survey; Medical Engagement events; Staff listening events
- Further engagement with staff side colleagues – re feedback loop & Consultation
- Initial report drafted and circulated for feedback and final agreement – to include clear recommendations and action plans
- Update to recovery programme board – initial themes/findings

- Final report submitted to Workforce & OD Programme board for sign off
- Final report & Findings shared with Recovery Programme Board and G20 Board
- Final report to HMC/PPC/ Trust Board
- Workforce & OD Strategy – engagement events commence