THE ACADEMY OF FABULOUS STUFF

ROY LILLEY
LONDON
THE PROBLEMS

- Flat line funding since 2010
- 30,000 nurses short
- Chaotic reorganisation
- ‘More’ Drs but not enough Drs
- Growing demand
- 300,000+ on elective waiting lists
- A rushed election
REORGANISE!
ALMOST EVERYTHING I HAVE EVER DONE IN HEALTHCARE MANAGEMENT HAS BEEN WRONG
CAN WE PULL A RABBIT OUT OF THE HAT?

SOLUTIONS
QUALITY IS SIMPLE

SIX THINGS
START WITH THE PATIENT AND WORK BACKWARDS
THE MOST DAMAGING THING YOU CAN DO IS INSPECT
SHOW PEOPLE WHAT GOOD LOOKS LIKE AND THEY WILL ALWAYS GET ON AND DO IT BETTER
THE POWER OF

POSITIVE
DEVIANCE
Positive Deviance is based on the observation that in every community there are certain individuals or groups whose uncommon behaviors and strategies enable them to find better solutions to problems than their peers, while having access to the same resources and facing similar or worse challenges.
THE ACADEMY OF FABULOUS STUFF
Hello and welcome to the Academy of Fabulous Stuff

Thanks to a lot of hard work, enthusiasm and effort, last year your support made FabChange Day probably the most successful we’ve seen.

More pledges, more ideas and following the #Doathon-Day, more ideas into action, shared across the NHS. You have told us you want to make it even better by turning it into a week of change, focussing on the real changes that are in place, building on the #Doathon outcomes that can be replicated across the NHS.

With your help, we want to act on your comments and suggestions to take FabChange Day to a new level. Read more about what’s coming up here.

Latest News from the Academy of Fabulous Stuff

The evolution of a social change movement – From ChangeDay to ChangeWeek by Helen Bivon and Roy Lilley
18 May 2017 | 0 Comments

The evolution of a social change movement – From ChangeDay to ChangeWeek Thanks to a lot of hard work, enthusiasm and effort, last year your support made FabChange Day probably the most successful we’ve seen. […]

The NHS wasn’t to blame… If you exclude Microsoft
15 May 2017 | 0 Comments

Maurice struggled back from Sainsbury’s Friday; he did the weekly shop. Put it in the back of the car; ready for home at the end of the day. She collapsed at her desk. There […]

Roy Lilley and the FabAmbassador journey
02 May 2017 | 0 Comments

About a year ago today some new kids came onto the blog… our Academy Ambassadors. Volunteers who all share the same vision; finding out what good looks like and sharing it. As the Academy has […]

March Award winners
26 April 2017 | 0 Comments

The results of the March award voting are in…
5127 Award
http://fabmillsuff.net/2017/02/05/new-nhsward-strides-to-end-schizophrenia/ 4 candies
Award http://fabmillsuff.net/2017/03/21/top-soothing-patients-anxiety-experiences/ TNT Award
http://fabmillsuff.net/2017/03/14/dayoutul-capage-lunch-puh-staff-cutting-costs-not-care-/ HME Victory Award
http://fabmillsuff.net/2017/04/04/introduction-blue-zimmer-frames-patients-dementia/ Penguin Award
http://fabmillsuff.net/2017/03/30/this-lancaeus-uki-first-app-review-web-to-stroke-brain-injury-therapy.co.uk/ […]

Search

Watch Fab Stuff on Periscope

Watch out for us on Periscope - this button will change to “LIVE” when we’re broadcasting.

Subscribe to updates

Enter your email address to subscribe and receive notifications of new posts.

Email
Subscribe

Categories

#AHRHospitals (1)
#BrainTumourWarrior (4)
#CVFTTransformTogether (13)
#FabVanguardWeek (60)
#FiveYearForwardViewReview (1)
#HolisticHarbour (2)
#NaggingMouseAndBoy (49)
#NOBIDENSLEFT (2)
#طالبية (6)
5yr forward view for mental health 1 year on (11)
7 day services (5)
Active communities (11)
Admission avoidance (7)
AHF (2)
Our Quick win DOs

- Know the person with dementia - #hellothisisme. Commit to a pilot in your Trust / ward / area

- Visit the Academy of Fab Stuff dementia zone – terrific projects of all sizes and types

- Create a campaign in your area to commit to “no person living with dementia will miss a meal in my unit”. Explore the idea of Dining Companions. Involve local volunteers and managers to join in

- Join the Dementia Action Alliance

Our longer term DOs

- Hear the voices of those living with dementia & their carers.
  - Create a strategy group or join existing.
  - Commit to being a core member.
  - Sign up to John's Campaign.

- Clear out the Clutter:
  - Review all dementia documentation for negative language (e.g. dementia patient rather than ‘person living with dementia’).
  - Review falls policy for use of restraints, bed rails etc for people with dementia.

- Open up dementia training to carers.
- Visit DementiaDo.
- Read dementia initiatives that work and get inspired
Now: take action

- Share with friends on social media: post a link on Facebook or Twitter
- Share with colleagues: do a presentation
- Be part of the conversation, use the #DementiaDo and #hellothisisme hashtags to keep the conversation going.
- Contact us and let us know what you’ve done on the Fab Change Day website.

Get more information and inspiration at

https://fabnhsstuff.net/
Our quick win DOs

- Go to Sepsis Trust website and download leaflets & resources for use in your trust. Toolkits can be downloaded here http://sepsistrust.org/clinical-toolkit/

- Contact your Trust comms team and ask them about their sepsis comms strategy. If it needs to be improved or is non-existent, then volunteer to be the connector to the sepsis clinicians. http://fabnhsstuff.net/2016/09/20/think-sepsis-save-lives/

- http://fabnhsstuff.net/2016/07/03/think-infection-stop-sepsis-northumbria-healthcare

- Introduce the Sepsis Game to your Trust in clinical meetings and waiting rooms.

Our longer term DOs

- Create a social media sepsis campaign. https://fabnhsstuff.net/fabchangingday/campaigns/sepsistoolkit/

- Set targets for clinicians to discuss sepsis at handovers, huddles & ward observations. http://fabnhsstuff.net/2017/01/30/think-sepsis-spot-treat-stick-beat/

- Lead a ‘wit-chat’ (powerngsepsis / whatissepsis), to invite ideas for concrete, practical actions to combat sepsis in the Trust.

- Engage with your Trust’s QI team & encourage them to design a targeted sepsis challenge.
MORALE
RIGHT NOW

HOW ARE YOU FEELING?

This is how the NHS is feeling right now.
Real time data

Good morale is the bedrock of good organisational performance. High performing organisations have highly engaged staff and that means satisfied customers. The NHS is no different. Highly motivated staff means better patient care, better outcomes, fewer complaints, less sickness absences and higher staff retention. Every member of the organisation counts.

Interrogate by job role

The Fab-O-Meter for the first time creates an opportunity to monitor morale, recognising hot-spots of low morale in departments or groups of staff and gives management the opportunity to ask why, engage and nip problems in the bud... before they come a major performance headache. Staff working in pressurised environments can easily become emotionally depleted; now it is possible to see problems in the making.

Benchmark against national performance

Using simple data points and correlating them using a uniquely developed algorithm, it is easy to use the dashboard facility and share what is happening in real-time. Download your confidential, individual report for the Board, or for line managers anxious to keep departments working at peak performance. Every member of the organisation counts and their opinions are recorded in complete confidence.
Length of Service and Weekday for Nurse

- Less than five years: 50, 38, 63, 38
- Five to ten years: 40, 44, 64, 94
- Fifteen to twenty years: 88, 90, 88, 75

Graph showing rating by time of day, with a peak around 2 Jan.
QUALITY IS WHAT YOU DO WHEN NO ONE IS LOOKING