



SASH+ update



Trust Board Report in Public November 2017 Sue Jenkins Director of Kaizen



External visits



Open day

- Our first quarterly open day took place on 12 September 2017
- 20 external visitors attended including representatives from:-
 - Kings College Hospital
 - Croydon Health Services
 - Royal Surrey County hospital
 - NHSI
 - NHS resolution
 - University of Oxford
 - Surrey Downs CCG
- Content of day included
 - Visits to the genba
 - Speaking to the staff involved
 - In value streams and L4L
 - Hear about some of our challenges and success
 - Taking part in interactive activities to learn some of the lean principles
- Received great feedback
- Next open day planned for 14 December is now full

I just wanted to thank you, the team and all the staff involved in the event yesterday. I found it really inspirational and it gave a fantastic insight into the improvement work you have been doing with support from VMI. Such great work which is having a positive impact on patients and also staff. I particularly liked the range of people that have had involvement and commitment from showing a real sense of purpose, collaboration and team working with respect for all staff regardless of band or role within the organisation.

I just wanted to say a huge thank you for our visit to see your SASH+ programme. I speak for all of the Kings attendees when I say how impressed we were with the approach, commitment, passion and results we saw throughout the day.

Thank you for inviting us yesterday to your Kaizen day, it was really interesting and really good to see so much engagement from front line staff, please thank your staff for being so welcoming to us visiting their work areas, and for their really powerful insightful presentations.



2 year review – Oct 2017



- 2 years since launch and go live of partnership
- NHSI and VMI made an onsite structured visit which included
 - 121 discussions with Trust Guiding Team members
 - Genba walks
 - Focus groups with staff who have been working across the value streams and those that have been part of L4L
 - Meeting with the TGT
- The review panel consisted of
 - Executive team members from NHSI
 - VMI partnership programme team from NHSI
 - Executive sensei from VMI
- Initial feedback has been very positive
- Formal feedback due in December

We are very impressed with where you have got to

We've seen some great leadership both from execs and clinicians

All of the work is really visible with people obviously running with it on their own.

SASH+ has really grown some legs and appears to be embedding well



Stories from our Lean for Leaders



Jila Nadafi

Lead of governance, diagnostic imaging



Stories from our Lean for Leaders



Anna Candler

Team lead, occupational therapy



Anna Candler

Team Lead Occupational Therapist



Stories from our Lean for Leaders



Andrea Thomas
Dispensary supervisor



SASH+ programme summary



Celebration

- 2 substantive and 2 bank appointments have been made to the KPO team and all staff are now in post.
- Our first open day had great feedback and our second one is being planned for December
- 48 staff have completed five out of six lean for leaders modules on cohorts 3 and 4
- Planning for our next RPIW #12 focussing on the nursing role as part of the outpatients value stream is underway
- 60 members of staff are commenced module 1 of lean for leaders in November (cohorts 5 and 6)
- 50 staff are already signed up for the launch of cohorts 7 and 8 of lean for leaders in January
- We were invited to speak and share our work at two national conferences one hosted by NHS Resolution and the other hosted by the Infection Prevention Society
- Four key members of staff have commenced their advanced lean training modules
- 16 staff are signed up to commence in house advanced lean training in Spring and Summer of 2018

Challenges

- Tracking all of benefits from lean for leaders is proving difficult to do
- Some delay in reporting high level metrics due to staffing in KPO over last 6 months (now addressed)