

Little Things Matter

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Where it all began

The Wheelchair Service were chosen as an early implementer of a structured Quality Improvement programme that Guy's & St Thomas' NHS Foundation Trust were implementing in collaboration with Lean-Enable. The focus for the Wheelchair Service was meeting the NHSE 18 week RTT requirement and looking for the changes and improvements in our service and pathways that we could make towards achieving this target.

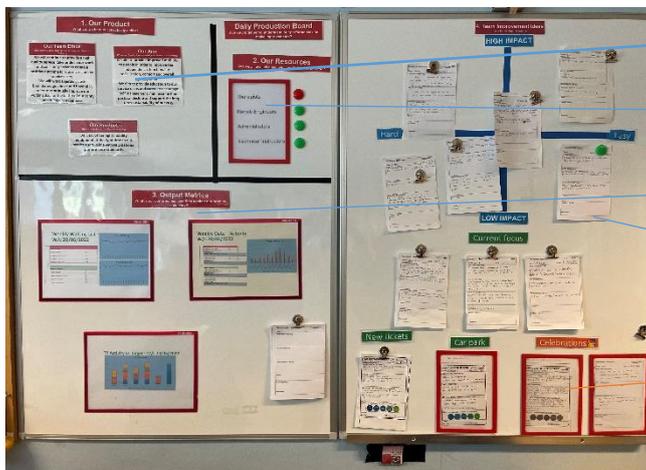
First steps

The MDT (therapists, administrators, technical instructors and Rehabilitation Engineers) were involved in a detailed process mapping of the various pathways within the service, breaking down the steps and identifying the waste, with the view to streamlining what we did, how we did it and elimination inefficiencies. It also helped to focus our thinking and identifying what was achievable.



Huddle boards development

This was developed by the team and is used as a focus at our bi-weekly

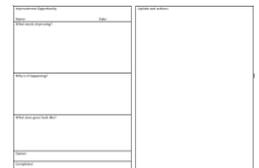


- ➔ **Our product:** Reminder of what we need to achieve as a team
- ➔ **Our resource:** Gives us regular visibility of our staffing levels
- ➔ **Output metrics:** Shares how we are going with regards to the statistics and KPI's
- ➔ **Team improvement ideas:** Open forum for the MDT to come up with ideas and suggestions for improving our service
- ➔ **Celebrations:** Most importantly, it provides an opportunity for us to **celebrate** our achievements as a team

Tickets (as part of the huddle board)

All members of the team (administrators, therapists, technical instructors and rehabilitation engineers) are encouraged to complete tickets for any ideas that they may have to improve the service. The focus is primarily on the little ideas and what was in our gift to achieve, though we do occasionally aim bigger!

As a team we agree on whether we think the ideas will have a high or low impact, be easy or hard to achieve. We then work on three tickets at a time. This enables us to focus and work together.



Celebrations

- ❖ Structured timetable following the disruptions of COVID
- ❖ Paediatric 'chair in a day' – stock of wheelchairs, accessories and cushions
- ❖ Shared access to various excel spreadsheets used by the team
- ❖ Repainting of the workshop areas

The most striking example is our low tech stock management system. Visual stock boards keep a running tally of the stock we have and indicate when items need to be reordered and maps to tell us which zone an item can be found in. These boards have since been adopted across the various services in our centre.



And to top it all off there was a grand opening with a ribbon cutting and cake to celebrate

Client files where the closings don't require a regular supply of Band-Aids



Tool boxes for use on home visits and in clinic



PPE boxes stocked with everything that was needed for a home visit



As a team we continue to focus on our data and use tickets to identify areas for improvement and change.

Each service and each area will have their own unique needs.

Remember – no idea is too small or silly. By focussing on the little things the big things happen.

