

CASE STUDY: BESPOKE MEMBER SUPPORT

CHESHIRE AND WIRRAL PARTNERSHIP NHS FOUNDATION TRUST

Context: As part of our annual membership offer, each organisation has an allocation of bespoke support which means in addition to accessing our courses and events, our relationship managers work with them to identify additional needs and co-produce the appropriate support.

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) were highly engaged with membership, with staff participating on core programmes such as Leading Integrated Teams, Introduction to Lean and Motivational Interviewing.

Working closely with the relationship manager, the Trust also identified a need to improve safety culture and so their bespoke allocation was used to explore this further.

What We Did: We worked closely with CWP to develop personalised support using our Safety Culture Survey offer. This involved benchmarking the organisation's current state and safety culture, and our expert facilitators then explored areas for improvement based on these findings.

75% of staff from two wards completed an online safety culture survey, which was done ahead of any exploration or development to ensure a fair view. We then facilitated a workshop to explore and unpick the findings, prioritising ongoing improvements and developing focus areas and plans for the Trust to implement.

Impact: Three areas were identified as key influences of the safety culture at CWP:

- Perceptions of safety.
- Handoff, and transition of patients from primary care and between units.
- Staffing, particularly retention and use of bank/agency staff.

All team members were able to contribute to plans aligned to CWP's priorities, which improved engagement and successful implementation. We completed the exploratory stage with 'on site' debriefs and follow ups to support the team's progress.

This work is a fantastic example of how organisations, working closely with Aqua relationship managers, can get the best out of the membership and use their bespoke allocation to create positive and meaningful change.

“ I have been really delighted by how helpful and supportive Aqua has been to the Trust. They have shown a real enthusiasm for our priorities and a great willingness to be flexible in identifying how best to help us achieve these. ”

Emma Adams

Associate Director of Quality and Effectiveness
Cheshire and Wirral Partnership NHS
Foundation Trust

For further details about this piece of work, or to discuss how we can support you, please get in touch:



aqua.nhs.uk



[@Aqua_NHS](https://twitter.com/Aqua_NHS)



enquiries@aqua.nhs.uk