

Quality Improvement

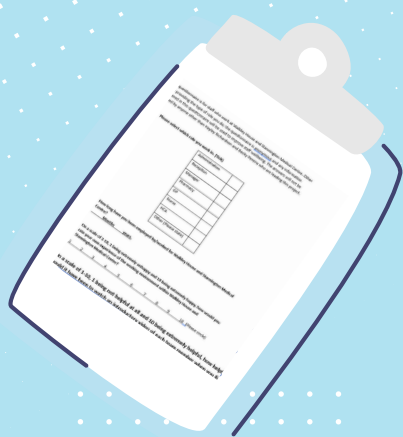
MEET OUR TEAM

AIM

To improve practice team cohesion and functioning through enhanced inter-colleague connection and improved integration of new starters.

OBJECTIVE

To develop a colleague profile for every team member detailing their role and professional and personal interests, to facilitate colleague connections.



BACKGROUND

Team cohesion means team members share a sense of belonging, trust and shared purpose which in a health care setting has been shown to translate into improved functioning, staff retention and ultimately improved patient care and safety.

Most teams in general practice operate asynchronously and often across sites with limited in-person interaction. Team membership evolves through staff turnover and, less frequently, practice mergers. In this context it can be a challenge to sustain team cohesion and for new starters to establish professional relationships and belonging.

CONTEXT

Stannington and Walkley House Medical Centre merged in 2022. The merger produced a combined patient list of just over 16000 and 48 staff members.

METHOD

Team cohesion and belonging were investigated through an anonymous staff survey, with an 80% response rate. This highlighted that colleagues lacked and desired a better understanding of professional roles and specialisms, patterns of working and some knowledge of colleagues personal interests and lives outside of work. Qualitative responses linked absence of connection to colleagues to reduced job satisfaction and staff wellbeing.

"Meet our team" profiles have been compiled for each team member. These have been incorporated into the new starter welcome pack as well as available to existing staff through MS Teams. The survey has been repeated to assess impact on connection, belonging and understanding of professional roles.

NEXT STEPS

Sustainability: Establishing a process to ensure "Meet our team" remains up to date with staff turnover. Implement an annual monitoring of team cohesion and belonging to inform further measures to sustain team cohesion. Broaden impact: Develop a patient facing version of "Meet our team".



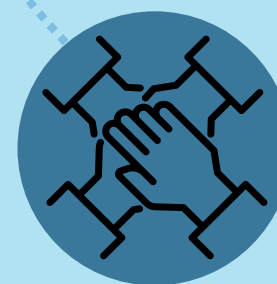
"It would be helpful to know if the GPs have any specialities"



"I'm unsure who the partners are"



"My role is new and I don't think people know what I can do"



"I don't see my colleagues often because of the site split"



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