

## REASON WHY?

Following a time offering an Ideas Den, which was not attended, The Team then decided to rebrand the Ideas Den into a monthly Drop-In Clinic at RSH with additional sessions at other sites. This means that the Team can utilise the time for paperwork and therefore the time is not wasted should no one drop-in.

## PLAN

A number of Drop-in clinics were put into the teams diary in different places, RSH, PRH, the Shrewsbury Business Park and Atcham.

These clinics were set for one hour every fortnight taking a band 8a or band 8c time. (one a month at RSH and one a month at a different site).

Set times meant the team member could be available for people who used the drop in but also carry on with admin work if required at the time

## DO

Time was set aside each month and the team admin assistant booked time into individual team members diary.

Times were put on the intranet and team members tweeted the times and place on the day of the drop-in clinic.

Staff placed an Improvement Banner outside the area they were sitting in, these places included the RSH Improvement Hub and the Conservatory at PRH, with Some walk about times at Shrewsbury Business Park.



To increase the accessibility of the Team to colleagues who have ideas for improvement by end March 2024, as evidenced by number of colleagues seen at the drop-in clinics.

## STUDY

During the previous ideas den sessions there had been no one who attended since May 2023. So, 6 months without anyone attending the sessions.

The Drop-in clinics did not improve matters. In January one person attended but spoke to a different member of staff than the one covering the clinic, therefore utilising the general drop in ethos of the office rather than the specific clinic time.

Walk abouts in offsite areas resulted in people being given the improvement booklet but did not generate specific ideas or work.



## ACT

The Ideas Drop-In as a particular clinic will be **Abandoned** as it requires specific staff time and yields no extra engagement.

The Hub will continue with off site visits in order to promote service of the team to those departments.

The Hub will continue with its open-door policy as people do use this, and also phone and email the hub or specific staff to discuss projects.

The team will continue to use the Improvement Banner for stands and other events.

### Next steps.

If support from the Comms team can be secured, the improvement team could trial drop-in clinics in the future to see if better advertising increases attendance.