

Reflect Recover Renew

People's Needs Defining Change

HEALTH SERVICES CHANGE GUIDE

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Reflect sensitively, recover with kindness & renew with hope



Team Reflection: The experience of Covid-19 has had a profound impact on people personally, their families, work colleagues and communities. There is a **natural mix of experiences and reactions**. It is important that we acknowledge these experiences sensitively and take a considered approach to learn from what has happened. **Having a shared sense of purpose** to protect the health of our population has stood us well – we now need to **build on this common strength to sustain our behaviours** and work together to continue to adapt our ways of working.

In moving forward it is important that we **re-connect to what always worked well**. We need to **bring this together with the present** – what you and your team have done and achieved – and **blend this with future possibilities** – what has emerged that can help us build a better future.

By taking time to **notice the things that are 'new'** – that will become the 'new normal', we can help people **adjust and adapt**. The **experience of staff working at local level is critical** – this is the key data to help shape how services need to evolve.



What have we learned?



Practices have changed in light of our **Covid-19 response**. The challenges and pressures health and social care staff are facing now are well beyond what may have been seen as 'normal operations'.

It may be timely within your team to share the real changes that have taken place – to consider how practices might change beyond the current crisis. There is real value in **reflecting on, gathering and learning now based on the work that people are actually doing**.

The following questions may be helpful:

Q1. Can you think of ways in which you changed your practice that have made a beneficial difference to the care / service you provide?

What helped you to do it?

Q2. What are the emerging new possibilities you have seen or experienced that we need to continue?

Q3. What can you do differently now? How will it impact for patients / service users and staff?

Q4. What are your key change challenges?

What would help?



We would encourage you to use these questions within your team to prompt conversations. Use the data to shape your emerging service restoration, re-design and overall renewal. Engaging with staff and noticing **what is happening now** will help us learn for the future, support staff, embed new practices and build a better future that is based on people's needs.

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Making sense of rapid, emergent change

Delivering good change practices is critical right now to benefit from the rapid pace of change and innovation in response to Covid-19. Disruption is a positive force for change that needs personal and team agility to make sense of it.

Covid-19 is part of our on-going reality. Working together to give effect to a just and resilient recovery is a shared responsibility. To support our recovery we need to attend to the people and culture impact of Covid-19. The Change Framework recognises the centrality of people and provides a cohesive approach to help us to work together to understand our combined experience, balance stability and change and continue to re-design a better health service.

To access guidance – please click on the Change Framework below, **9 blue priority areas** and change activities, **Define, Design and Deliver**. Each has an interactive info-graphic.

Click on any of the elements to get more information

 (Best used on Laptop/PC)

