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You can make today better

NHS Improvement

15 seconds 30 minutes

Launching a social movement to reduce frustration and increase joy

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@15s30m

What is 15seconds 30minutes?



15s30m is a social movement encouraging staff to spend an extra **15 seconds on a task now**



which could save **someone else 30 minutes later on**



to **reduce frustration and increase joy** at work.



Collecting ideas from staff by chatting with them, asking them what they find frustrating at work, how they think **the day could be made easier**



Running **15s30m workshops** to re-engage staff with why they enjoy working in healthcare, what makes "a good day"



Showing how even the smallest of tasks can **improve patient experience and outcomes** through helping each other



Creating a **15s30m mission** you can start tomorrow, a task which takes only a few seconds but can **reduce frustration and increase joy for others**

Our Aim is for **15s30m** to be used as a QI tool in every organisation

Why does Joy matter?

Increasing joy at work improves staff engagement, reduces staff sickness and turnover and **improves patient experience and outcomes**. **15s30m is a change platform** which can be used by anyone, from porter to Chief Executive. There's no investment costs, and it shouldn't take lots of time. To start a **15s30m mission**, you don't need any QI training or theory, just say what **you could do now** to make something **easier for someone else later on**.

An example of a 15s30m mission

Its frustrating when.....

Urgent patients attending clinic on Saturday morning aren't pre-registered on the system.

Patient arrives and checks in without delay

Doctor's clinic starts on time

Patients are not waiting for as long to see doctor

Next patient does not have to queue to check in

Patients get to pharmacy before it closes at 12:30pm

I can increase Joy by.....

Looking at the urgent booking diary at 4pm on Friday and registering them ahead of time.



It's great that we are all working to help each other now

Clinics run much more smoothly the doctor can finish earlier and get up to the ward to see patients there sooner

It doesn't take long to pre register people, and you know that when it's your turn to work a Saturday someone has done it for you

Before the mission, you could see patients getting anxious that they were missing their slot waiting to check in

How can I become a 15s30m hero?

We are looking for the next **15s30m heroes** who will help us launch 15s30m in other organisations

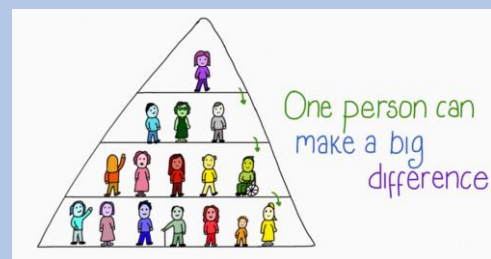
Why not...

- Follow us on Twitter and tell us your idea
- Start a **15s30m mission**, and ask someone else to join you
- Talk to your QI team about how **15s30m** could help reduce frustration and increase joy at work for your staff and patients
- Challenge your staff to think of 100 ideas in 100 days
- Look at our top ten **15s30m missions** on YouTube and give them a try
- Come and watch a **15s30m workshop** in action, then run one yourself

What have we accomplished?

Since our launch in November 2017 we have

- Hosted a 15s30m FESTIVAL to showcase our achievements
- Presented at 4 National and International Quality Improvement Events
- Published 16 newsletters, blogs and articles
- Featured in a BMJ PodCast
- Run 15 workshops reaching over 100 staff
- Created 8 local **15s30m heroes**
- Curated a list of over 150 missions
- Launched in 5 other organisations



Where can I find out more?

Follow us on twitter @15s30m

Visit our Channel and try our top 10 missions

Visit our 15s30m.co.uk website