

# A3

**FINANCE  
INNOVATION  
FORUM**

## **BUILDING A COLLABORATIVE NEWS-BOARD FOR HYBRID WORKING**

**MID YORKSHIRE HOSPITALS NHS TRUST**

**NORTH EAST AND YORKSHIRE, ACUTE**



**FOR INFORMATION ON THE  
INNOVATION PROGRAMME  
CLICK HERE**

# THE INNOVATORS

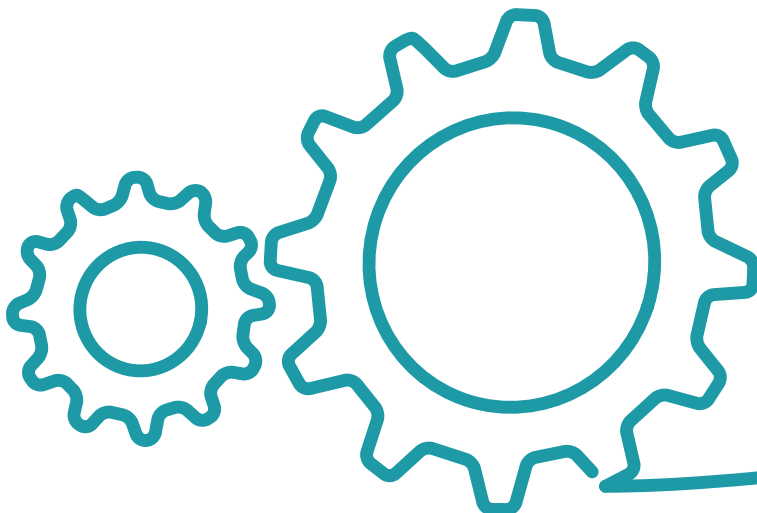
The Communications Workgroup which consisted of: Samantha Smith; Simon Hosey; Lesley Kilburn; Carl Finta; Alison Hiorns; Sue O’Shea; Bill Dicks; Matt Chapman; Dily Atkinson; and Aadil Ahmed.

## THE PROBLEM

The finance team needed to create a newsletter that was collaborative and dynamic, enabling all teams to interact with each other in an effective way. There was also a requirement to reduce the number of communications to avoid staff being swamped with emails.

## THE CHALLENGES

- How might we reduce the number of emails received while keeping the teams updated with relevant news?
- How might we pull this information together in one place where people can collaboratively discuss and comment?
- How might we ensure that only direct information required is emailed and other news is consumed in a reflective manner?
- How might we create a live interactive newsfeed, that all teams can access in their own time?



# THE INNOVATION

As part of the wider Future-Focused Finance accreditation programme the finance team created a number of workstreams to improve the finance department. The Communications Workgroup was set up and started to develop a communication strategy.

The Communications Workgroup discussed how best to communicate within the finance team and the Trello tool was suggested as a good collaborative tool. The group rapidly created a test board and started to load up emails etc, to see the best way to showcase news. Many columns were created to highlight the different news streams and group members were encouraged to add news when it arose.

Once the board was up and running it was launched to the whole department in the Core Team Brief meeting. Two boards were created, one board for general news, staffing updates, applause boards etc and the other board was a board where useful information was shared which could be used throughout the year (new starters, training information etc).

We have continued to advise staff how to use it, and how best to send out information via the Board. All other workstreams now update their progress via the Trello Board.

A large majority of finance team members are now using the boards and this has eliminated email traffic within the department.

Staff can now view news and updates at their own speed from one collaborative workspace, rather than searching through numerous historical emails to understand what is going on. This is particularly useful if you have been out of the business for a while and want a quick update on return.

# THE LESSONS LEARNT

**We learnt to produce news collaboratively by giving all teams access and allowing the whole team to provide their updates on a timely basis.**

## THE OUTPUTS

The tangible products are:

- one Trello Board is used as a collaborative workspace for news
- one Trello Board is used for useful information allowing access to process documents, timetables etc
- a reduction of email traffic and information overload.

## THE OUTCOMES

The benefits to the team are:

- better quality communications with less email traffic
- staff being able to pull information when needed, rather than it being pushed on them
- boards being interactive and chats can take place within the cards updated (removing the reply to all approach).

## THE QUICK WINS

Essential quick wins included:

- setting up of a communications user group with representation from a cross section of staff from different teams and bandings
- signing up to Trello (the free version)
- spending time developing a collaborative approach so all staff use it and discuss it at team briefings, meetings etc.

# THE REVIEWERS SAID

**“THIS ADDRESSES THE ISSUE OF EMAIL TRAFFIC FOR THE FINANCE TEAM EFFECTIVELY. REDUCED INFORMATION OVERLOAD BY ALLOWING ACCESS TO THE INFORMATION AT THE CONVENIENCE OF THE TEAM MEMBER.”**

**“IT HARNESSSES EXAMPLES FROM SOCIAL MEDIA COMMUNICATIONS TO MAKE THE CONTENT APPEALING AND ENGAGING. IT CAN EASILY BE ADOPTED AND ADAPTED BY OTHER TEAMS ON ANY SCALE AND IS A GREAT WAY TO SUPPORT HYBRID TEAMS.”**

**“THE NEWS DASHBOARD IS REALLY SIMPLE USING READILY ACCESSIBLE TECHNOLOGY.”**



# WHAT YOU CAN DO NOW

## SUBMIT INNOVATION

**If you recognise the problem stated and have implemented your own innovation** to overcome it please submit this innovation to the programme and give others more examples to learn from.

## REGISTER INTEREST

**If you recognise the problem stated and would like to know more details about this innovation in particular,** we will be hosting showcase and workshop sessions throughout the year, so all interested staff can gain ideas and inspiration from innovators in a manageable one-to-many format.

## SUBMIT PROBLEM

**If you have a problem but don't currently know of a solution to it,** then please submit it here and in 2022 the Forum intends to crowdsource solutions to problems that don't currently have known innovations.

## LEARN MORE

**If you would like to learn more about about the innovation programme** please click for more details.

## ENDORSEMENT DISCLAIMER

The Finance Innovation Forum's Innovation Programme asks NHS Finance peer reviewers whether the "Innovation overcomes, successfully addresses, or solves the problem identified". The programme does not endorse, recommend or provide any assurance of software used or mentioned in any of the published innovations. If you think a published innovation is being used to falsely validate a commercial product or company please contact [finance.innovation@nhs.net](mailto:finance.innovation@nhs.net)



## IN SEPTEMBER 2021 THE FORUM LAUNCHED...

- A national Innovation Programme for NHS Finance staff to submit their innovations for peer review. Successful innovations will be published and accessible to all on the One NHS Finance website
- A 'Software Skills For Finance Staff' event series taught by NHS Finance for NHS Finance including MS Excel, PowerBI, SQL etc.
- An 'Art of the Possible' briefing which explains two new technologies AI & Blockchain and discusses the opportunity for NHS Finance
- An Automation Group to review and improve the efficiency of existing national processes and returns

## WHAT YOU CAN DO NOW

- Submit your innovations for peer review
- Sign up to be an innovation peer reviewer
- Read Art of the Possible
- Sign up for Software Skills for Finance
- Register your interest in automation and all things innovative

### Innovation Programme



### Software Skills



### Automation sign up



### Be a peer reviewer



### Art of the Possible



## FURTHER INFORMATION

Website: [FinanceInnovation.nhs.uk](https://FinanceInnovation.nhs.uk)

Email: [FinanceInnovation@nhs.uk](mailto:FinanceInnovation@nhs.uk)

LinkedIn: [One NHS Finance](#)

Twitter: [@OneNHSFinance](#)



One NHS Finance brings together the Future-Focused Finance, National Finance Academy, and the Finance Innovation Forum programmes and networks to make sure that everyone working in NHS Finance has access to skills, knowledge, methods, and opportunities to influence and enhance patient services.



An NHS Finance platform for the discovery and development of problems, ideas and innovations.