

F2

**FINANCE
INNOVATION
FORUM**

FINANCE DEPARTMENT WARD VOLUNTEERING PROGRAMME

ST GEORGE'S UNIVERSITY HOSPITALS NHS FOUNDATION TRUST

LONDON, ACUTE

With special thanks to this team of innovators for taking part in the pilot of this programme and contributing to its development.



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

THE INNOVATORS

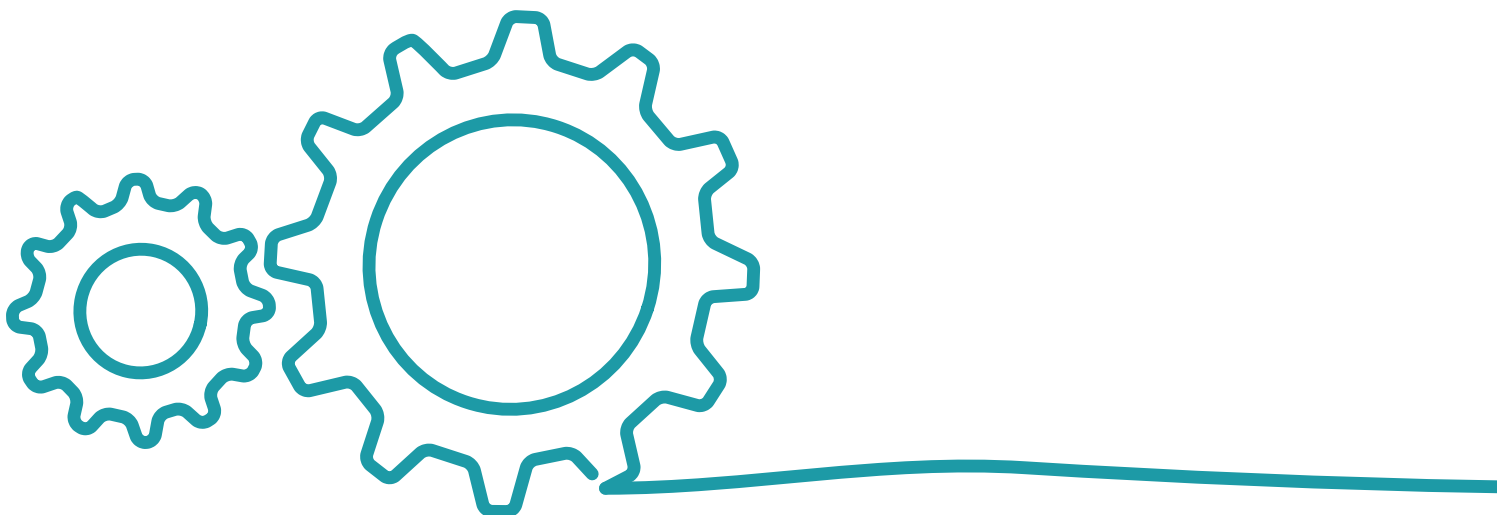
Thomas Yip from St George's University Hospital NHS FT is passionate about improving the personal development opportunities for his colleagues in the finance department. He takes great satisfaction in helping the finance department grow beyond just working with numbers and has been inspired by his team and managers to drive positive changes to benefit the department and Trust.

THE PROBLEM

While all staff in the NHS have a strong motivation to work to improve the quality of patient care, finance staff need to spend more time in clinical areas because otherwise it can be easy for them to forget the patients, and instead focus on numbers and spreadsheets.

THE CHALLENGES

How might we spend more time in clinical areas so that we can enhance the patient experience, support our frontline staff, and improve our own motivation and job satisfaction?



THE INNOVATION

Finance staff often have little or no contact with patients. In a survey with some of the Trust's teams, 87% said they would like to spend more time in clinical areas and interacting with patients. In a previous Trust, I used to volunteer after work on the wards and helped serve meals to patients. This was an extremely rewarding experience and has had an impact on how I am as a person and a leader today. I was very happy to help wherever I could to contribute to a positive patient experience.

As a result of these experiences, I set up a programme for finance staff to help serve meals to patients on wards on a regular basis. This opportunity was offered to all colleagues who wished to volunteer. I thought it would be great if through this volunteering programme more members of the finance department were able to share the experiences I had previously.

This programme was set up within the Trust's current resources and the senior nursing team were fully supportive of finance staff spending time on the wards. The senior finance team were also supportive of the programme and allow protected time for staff to spend on wards, usually during mealtimes. I sought feedback from finance staff as well, who were largely willing to commit time to this programme. It has been great to see so many of my colleagues expanding themselves wider than their daily workload and volunteering. From conversations with them, it is clear that volunteering has truly been a rewarding experience.

THE LESSONS LEARNT

- We wouldn't do anything differently, because this programme is a simple idea with no additional resources required to achieve very beneficial outcomes.
- We learnt to contribute to a positive patient experience by supporting our frontline staff on the wards.

THE OUTPUTS

A programme that allows finance staff to volunteer on wards at mealtimes on a regular basis.

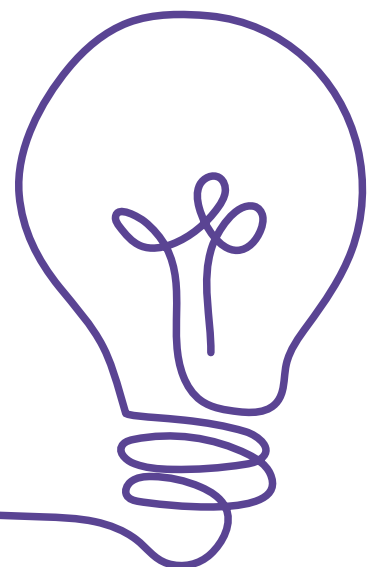
THE OUTCOMES

- Enhanced the patient experience and contributed to improvement of the quality of patient care.
- Freed up time for ward staff so that they can provide care elsewhere.
- Improved the motivation and satisfaction of finance staff by interacting directly with patients.
- Increased the presence of the finance department across the Trust.

The programme is in early stages of being implemented across other departments.

THE QUICK WINS

- Spend time yourself on the wards at mealtimes to see the positive impact this can have on patients.
- Seek support from senior nursing and finance teams.
- Ask your finance colleagues who would be interested in volunteering on the wards.



THE REVIEWERS SAID

“GETTING OUT OF THE OFFICE AND ONTO THE WARDS TO ENGAGE WITH OUR PATIENTS IS A GREAT WAY TO LINK BACK TO WHY WE ARE HERE AND TO ALSO INFORMALLY CHAT TO STAFF TO SPOT WHERE THINGS COULD BE BETTER.”

“THIS INNOVATION IS A GREAT IDEA TO GET STAFF MORE INVOLVED IN SEEING PATIENT CARE. IT IS VERY TRUE THAT IT IS EASY FOR FINANCE STAFF TO GET LOST IN NUMBERS AND SPREADSHEETS AND FORGET THE REAL REASON WE ARE ALL HERE.”

““VERY SIMPLE IDEA THAT’S EASY TO IMPLEMENT AND PROVIDES BENEFIT TO THE CLINICAL AREAS AND THE STAFF INVOLVED.”



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



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

Email: 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.



Identifying and developing innovative ways of working and new areas of improvement.