

**J3**



# VALUE MAKER COMMUNITY CONNECTION VIA FACEBOOK

**MERSEY CARE NHS FOUNDATION TRUST**

**NORTH WEST, MENTAL HEALTH**



FOR INFORMATION ON THE  
INNOVATION PROGRAMME  
[CLICK HERE](#)

# THE INNOVATORS

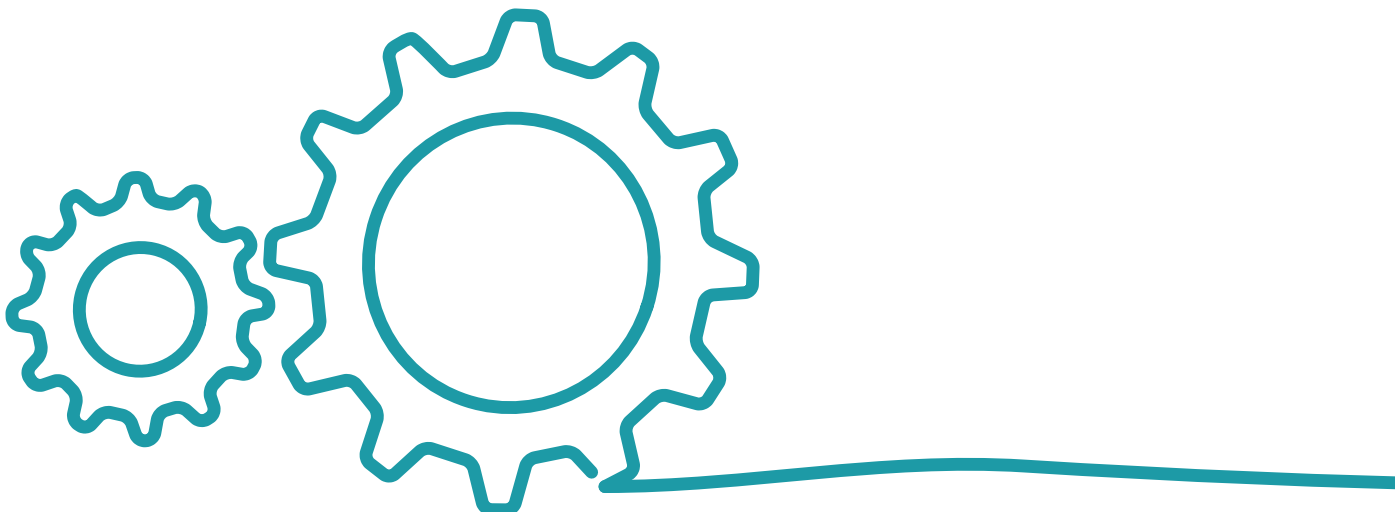
Gayle Wells and the Facebook group of value makers (VM) and originator Rikki Siddle.

## THE PROBLEM

The VM community needs to have a creative way to share, learn and support each other because otherwise our network cannot thrive!

## THE CHALLENGES

- How might we create a platform so that VMs can connect to each other quickly, to allow learning, or questions to be asked and answers to be given, at any time of day or night?
- How might we create opportunities to support VMs so that they can benefit from peer support in what can sometimes be a lonely place - being a positive person in a challenging NHS environment?



# THE INNOVATION

The VM Facebook group, created over two years ago, has been there to allow VMs across the country to connect in a private world, where they could share problems, suggest solutions, or just ask for help!

Some statistics:

- 74% of members of the group are women, and 26% men
- the mean age of VM in the group is 35-44
- the top cities represented are Leeds, Manchester and Liverpool
- there are 354 members in the group, so approx 10% of VMs
- the most popular day of the week to post are Friday, Thursday and Sunday
- in the month to 23rd May there were 18 posts, 48 comments on these posts and 118 reactions (likes).

In the first lockdown we started a weekly 'check in' which was to use a different coloured heart for how VMs were. VMs didn't need to say anything they could just post the heart. And where people were struggling we offered support. Weekly check-ins via MS Teams were also started up by Mark Songhurst to offer virtual coffee chats. In the early days this connection and a place to share worries was so important. Mental health and support is very much a regular topic on the chats, as are physical health challenges such as NHS 1000 miles.

# THE LESSONS LEARNT

- **We learnt to accept the ebb and flow of activity on the FB group by being patient and letting it be organic and natural like the network.**
- **We learnt to share the admin rights by adding additional admins to support the approval of new member requests.**

## THE OUTPUTS

- The tangible products are the connection of people and problems to solutions and energy.

## THE OUTCOMES

- Improvement in efficiency by connecting VMs with challenges to solutions and opportunities.
- Improvements in personal health and wellbeing by providing VMs with an outlet and a source of support for mutual connection.

## THE QUICK WINS

Think about where the VM are- and go to them- use creative means. Next thoughts are should we be on Instagram?

# THE REVIEWERS SAID

**“THE VALUE MAKER FACEBOOK PAGE HAS PROVED ITS WORTH AND HAS ALLOWED FAST INFORMAL CONNECTIONS TO STAFF ACROSS THE COUNTRY OUT OF OFFICE HOURS.”**

**“THIS HAS ATTRACTED 10% OF VALUE MAKERS, SHARES IDEAS AND COLLABORATION, AND WAS A WAY OF CONNECTING OVER COVID WHEN STAFF FELT ISOLATED.”**

**“A WELCOMING PLACE TO SHARE IDEAS OR ASK QUESTIONS FOR THOSE THAT FEEL COMFORTABLE USING SOCIAL MEDIA ”**



# 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



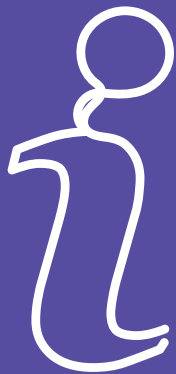
### Automation sign up



### 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.