

## Learning from Covid-19 In Your Team/Directorate

**Team/Division/:**

**Date:**

This document is intended to help summarise the learning and changes that have been achieved during the Covid pandemic. Throughout the Trust everyone has been learning quicker than ever before and constantly testing changes. We want to consider these changes and learning in detail through using Quality Improvement theory and PDSA learning. Everyone has been naturally doing this. The questions below will help us collate this. Please expand boxes as required.

### During the current covid pandemic:

	<b>Describe your test of change</b> What did you need to achieve during the Covid Pandemic – what was your objective?	<b>Who lead on this change – person/team</b>	<b>When did the change start</b>	<b>When was it the change completed</b>
<b>PLAN</b>				
	<b>List the tasks needed to set up this test of change</b> What did you plan to/have to start doing or what changes did you put into place during the pandemic (this can be one thing you want to focus on or a list of a number of changes made).			
	<b>Predicted Result:</b> Did you have any predictions of what would happen as you started?			

<b>DO</b>	<p><b>Describe what actually happened</b> What did you have to do to make these changes happen/ what steps did you have to take to make it happen and did you encounter any challenges?</p>
	<p><b>Was there anything your service stopped doing during the pandemic?</b> What steps did you take in order to stop doing this?</p>
<b>STUDY</b>	<p><b>What have been the results of what you achieved? How did this compare to your predictions?</b> <b>From the changes you have made during the Covid pandemic what have you learnt so far? What did you find out?</b> <b>While not vital in completing this form - Did you measure any data? Include any quantitative (numbers) or qualitative (feedback/comments) data if you have any</b></p>
	<p><b>Were there any specific areas of learning?</b> Were there good things from what you started doing? Were there down sides or adverse effects to the things you started? Were there good things about stopping the things you stopped? Were there downsides or adverse effects to stopping these things? <b>Have you asked patients/staff/general public for any feedback and can you share this information?</b></p>

<b>ACT</b>	<b>Describe what modifications you are making to your service given all that you have learnt during the pandemic so far. What do we need to consider now? What do we need to do next?</b> The 9 questions at the end of this table might also be helpful at this stage
	<b>At this stage are there things that you have started to do that you want to continue and make part of normal working? And why?</b> <b>Are there things you stopped doing that you don't want to go back to? And why?</b> <b>Are things that were stopped due to service changes during Covid that need to be restarted? And why?</b>
	<b>Are there other things you would like to try to change given your experience during covid? What would they be?</b>

**Have you any other comments that you think are important in relation to what has happened during covid where you work? Any other ideas you have that you would like to share.**

**If you were going through the same situation again are there things that you would want to do differently or see others do differently?**

## IMPACT ANALYSIS OF CHANGES

1. What “rules” have been broken?
2. What routine aspects of the service have stopped or reduced?
3. What do we not want to return to?
4. Are there any negative impacts from the changes introduced?
5. What data can we track and where to monitor, learn and adapt?
6. What feedback do we have from staff or patients/services users on the changes?
7. What waste has been driven out of the system as a result of changes and can this be quantified? i.e. reduction in steps/reduction duplication in process, better utilisation of staff/patient/service user times, reduction in consumables etc.
8. From the changes made what do we anticipate we would want to retain once the response to COVID-19 is over?
9. What change in support/skills/infrastructure do we predict we will need to sustain positive changes made post COVID-19?