

## **Innovation and Lessons Learned COVID-19 Log**

**Below provides staff with the opportunity to reflect on how the services that they work in have changed and adapted to manage the challenges faced as a result of COVID-19. The purpose is to allow staff to identify whether the changes were beneficial and whether these could be explored to aid service improvement/development within your area. Staff should also identify any changes that were not beneficial so that these can be reviewed and lessons learned.**

**To support completion you may wish to give consideration to the following areas:**

- **Communication and Leadership**
- **Changes to infrastructure and technology**
- **New Ways of working**
- **Partnership and team working**
- **Systems Structure and Governance**

**Your feedback and input is critical to help us develop services and to identify changes that have not worked well so that we can learn from these which is essential for planning and service improvement going forward.**

**Directorate:**

**Service:**

| <b>Practices/Processes/Services that have been changed to support COVID-19 Surge</b> | <b>Was this change beneficial?</b> | <b>What were the benefits?</b> | <b>Should these be considered as new ways of working?</b> | <b>Why should/should not be considered?</b> | <b>Risks of taking forward or reverting to pre COVID-19 practices</b> |
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