**BRIEF SUMMARY OF PROJECT AND OUTCOME**

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| **PROJECT**  **TITLE** | **IMPROVING COMMUNICATION – EAST DUNBARTONSHIRE ADMINISTRATION** |
| **READY TO LEAD DELEGATE NAME** | Name: Louise Martin  Email: Louise.Martin2@ggc.scot.nhs.uk |
| **RATIONALE FOR PROJECT**  ***(Current situation)*** | My project was based on  improving the communications between Team Leads and Admin staff to ensure Admin were informed of all issues within the team |
| **IMPROVEMENT METHODS USED** | I surveyed the Team Leads to gain their view on how the admin team interfaced with them. I also discussed this with the 38 Wte admin staff. Following this I set up sessions to look at what could be improved and how we carried this out. |
| **Main issues and challenges encountered** | Gaining opinion from both Team Leads and Admin |
| **SITUATION AFTER IMPROVEMENT**  ***(Improvements realised)*** | This resulted in the admin team members who support each service to have a meeting with the Team Leads on a 6 weekly basis.  This was to look at all current business/horizon scanning and taking account of annual leave for all to ensure the continuity of the service. This has worked extremely well with both Admin and Team Leads getting a lot of benefit from these 45 minute meetings. There is now shared information and a common purpose/goal when new pieces of work appear as admin have advanced notice of this. |
| **ONGOING PLANS**  ***Plan to maintain or continue improvements*** | To continue 6 weekly meetings and continue communication with the Team Leads. |