



Short Case Study

SPEaC Happy App

Birmingham Community Healthcare NHS Foundation Trust

Birmingham Community Healthcare NHS Foundation Trust have piloted a number of innovative practices in response to the Covid-19 pandemic, including initiatives to support staff wellbeing.

Aware of the importance of staff wellbeing and wanting to support the teams as much as possible, the Trust piloted an interactive mechanism for staff to anonymously share how they were feeling daily. The “SPEaC Happy App” was visible on the end-of-life care ward and as staff left after a shift, they pressed a button with a face on it, indicating how they were feeling at that moment.

This was a quick and easy way of getting a snapshot of the mood of a team at no extra cost to staff time or energy. As well as giving managers a heads’ up on the pressures the teams were under enabling targeted discussions and interventions, it also allowed them to recognise and celebrate good work.

The action of being asked how they were feeling, reflecting on it and communicating it, was found to be beneficial to staff’s sense of wellbeing:

“ The feedback that we received from this app captured the mood of the staff, providing simple, easy analysis. People appreciate being able to say how they feel especially if it can be acted upon to make improvements.

DR CHRISTINE BURT

This innovation was a part of a greater focus, on supporting the wellbeing of staff. This has continued and is being embedded to provide opportunities for staff to communicate openly.

Benefits for patients

- Staff caring for them were well looked after and felt supported

Benefits for staff

- Feeling valued and listened to
- Teams under pressure identified and receive targeted support

Benefits for the Trust

- Snapshots of team mood, used to target interventions and their impact

Next steps

- Following trial on the end-of-life ward the solution is being considered for a wider roll-out as part of the organisational well-being strategy

What we have learnt

- Things were changing quickly and it was important to check in with staff
- People feel better if they have an opportunity to say how they feel

CONTACT

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