

**Describe your idea,**

your ‘lightbulb moment’...

**To establish good use of Microsoft Teams so as genetics team could work remotely but still feel part of the team.**

Describe the

**results** of your changes...

the benefits to the patient,

the service/team

**-Safety of staff improved by removing from hospital site and enabling home working.**

**-Use of MS Teams to maintain close**

**link with remote working staff**

Is there anything else to improve or something you couldn’t get done this time? *(your next lightbulb moment)*

Next time...what would you do **differently** or what **advice** would you give to others?

**Ensure sufficient supply of laptop to allow home working**

**Start date Finish date**

Describe what you **enjoyed** and

what **surprised** you...

**Positive to see productivity of staff working from home.**

**Really nice to use MS Teams to connect better with the whole team from different locations**

**Great to feel comfortable supporting home working for those needing flexibility in the future.**

*Plan SMART: Specific, Measurable, Achievable Realistic, Timescale*

**Who** was on your dream team and which department/ ward/area are you from?

**Genetics Team**

In responding to COVID-19 what did you need to change and why?

**We needed to enable home working rapidly so as our staff could be taken off site as per the trust’s directive**

Who did you need **help** from? (managers/ other depts)

**IT**

**How** long did it take? (it might be hours/ days/ months)

**Days**

*The five W’s, who, what, when, where, why*



***Extra details on this side if you need more space...***

**We had some teething problems to begin with when implementing MS teams but overall this has been well utilised.**

**Prior to COVID, Genetics had received funding to support IT and whilst originally this was going to be used to purchase desktops it will now be used to purchase laptops – to ensure sustainability of flexible working going forward.**

***What next?***

**Keep** a copy for your personal annual appraisal

**Give** a copy to your manager for your department’s collection of lightbulb moments

**Send** a copy to the PMO (Project Management Office)