

Flexible working success at Barnsley Hospital NHS Trust

Flexible working

Success in Outpatients



Background

Main Outpatients is made up of 4 areas; Medical, Rheumatology, Chest and Surgical. There is a total of 32.5fte, across a headcount of 50 staff.

The department is made up of part time and full time staff members. There is only one formal flexible working request in place as the department are able to manage work life balance with other staff on an informal basis.



Situation

As a Lead Nurse, Tracy's time is really divided. She is responsible for the care received by patients, staffing and administrative duties.

There is no set amount of time she will spend between the clinical and management aspects of the role and will work flexibly herself to ensure all needs are being met.



Solution

Tracy, feels that offering flexibility increases the productivity of her staff, and improves patient care. By working with her team and listening to their individual needs to provide flexible working solutions, she is given flexibility back in return. Whilst Tracy can't always accommodate exactly what everyone wants, she is able to compromise and by working as a team, find an appropriate solution for all.



Impact

Tracy prides the department on the care they deliver to their patients and feels that this is testament to the staff who work on here. Tracy feels that this, in part, is down to the flexibility she is able to offer to her staff.

Positive impact of flexible working at Barnsley Hospital NHS Trust

Why it mattered to me

“I’m not going to put up barriers, I want to support staff being healthy.

When I’m able to offer flexibility to my staff, they are also flexible to me in return which in part, is why flexible working is possible for us as a department. I really appreciate the support and understanding from my team to accommodate a positive work life balance for all.

When the department is short, my staff will offer to swap or work extra shifts to ensure the department is covered and patients aren’t impacted. I’m proud of my team and our flexible way of working.”



Why it matters to us

Thanks to Tracy’s dedication to patient care and her team working flexibly, her department are feel valued which aids staff retention.

We have seen improvement in our staff survey results for the Outpatients Department and they have scored above the Trust’s average on:

- Working flexibly
- Health and safety
- Morale
- Compassion and inclusivity



People Promise

