**Children & Young People’s Occupational Therapy Service**

**Our iMatter Story**

“ it is important we are asked what matters to us “ *Aileen McFarlane, OT*

“it contributes to us feeling valued” *Fiona Mudie, OT*

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“it is great to celebrate what we do well and to be clear about what we could do better” *Hazel Golon, OT*

“it reinforces that it is everyone’s responsibility to support and maintain a positive working culture and relationships” *Ruth Johnston, Lead OT*

**“We matter ... we make a difference”**

The Children & Young People’s Occupational Therapy Service is Fife wide. We are an integrated health & social care team, based in 4 geographical locations (North, East, Central and West). Due to clinical pressures, geography and travel time it is not possible to physically meet as a whole service beyond set clinical governance events which happen 3 times a year. However, we work closely with each other and other teams across Fife using Lync – video conferencing communicator.

**Benefits of Lync**

* Protects clinical time
* Reduced travel / carbon footprint
* Improves communication and opportunities
* Allows you to see the person
* Clinical observations
* Sharing of documents
* Facilitates training
* Meetings, Supervision, peer review, collaboration on projects

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**OUR 6 STEP iMATTER PROCESS**:



1. **iMatter report**: We agreed as a service that the imatter report

would be discussed locally in each base framed around the below

questions;

* What is the report telling us ?
* What should we celebrate and continue to do?
* Agree one area of strength and success
* Identify areas which we would like to improve
1. **Meeting:** A representative from each base then participates in a collaborative meeting with line manager to share local discussion, reflections and thoughts. Lync is used to support this meeting and protect clinical time by avoiding travel.
2. **Reflection:** There is opportunity to reflect on previous iMatter report and action plan. For learning and assurance purposes
3. **Action Plan**: During the meeting an action plan is co-produced and shared with the Fife wide team for comment and agreement.
4. **Impact and improvement:** The action plan is kept ‘live’ and progressed in various service forums.
5. **Shared ownership -** Emphasis is placed on shared ownership of the action plan across the service and actions are escalated where appropriate

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| **Key Points:*** **iMatter makes a positive contribution to our quality improvement journey**
* **iMatter priorities staff engagement. The wellbeing of our workforce is the foundation to what we can achieve and the help and support we can offer to communities.**
* **Celebrating what we do well is a real boost**
* **Being clear about desired outcomes -‘ what this will look and feel like’**
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