

processfix

Spring newsletter 2020

Welcome

Whilst so many organisations, our own included, are adapting to the challenge and change caused by Covid-19, we are delighted to bring you this update from Kate Faxen, Head of Employee Experience at UCL.

Kate shares with us how she and UCL are adapting to the current situation, and gives us a unique insight into just one aspect of the impressively rapid set-up of the Nightingale Hospital, London.

Of course, Processfix is unable to deliver our usual style of collaborative workshops during this time, but we are still here, willing and able to advise you on your process improvement needs.

If you need a sounding board right now, or are planning future change, just give us a call.

The months ahead are going to be difficult for many and our thoughts go out to those affected. Please take good care of yourself and your loved ones and we look forward to seeing you all again later in the year.

NEWSFLASH!

Paris, France – April 2020

Janssen's new fast track clinical study approval process is put to use in the fight against Covid-19



Adapting processes for the fight against Covid-19

Kate Faxen is the Head of Employee Experience at University College London (UCL). Right now she is also involved in the UCL volunteering effort to support the national effort in the fight against Covid-19. Kate shares with us how they have set up the induction process for the Nightingale Hospital, London and how they have adapted the induction process at UCL to cope with the change in circumstances that new employees are facing.

How did you get involved with the Nightingale Hospital?

UCL, alongside so many other organisations, is helping to support the national response to Covid-19. Our main focus is on how to connect people with the right skills to the right needs, in a sustainable way.

We have a wider group: University College London Partners (UCLP) with partner trusts including University College London Hospital and Great Ormond Street Hospital. Some of the group from UCLP had gone to the Nightingale to help, and reached out for support on the induction process.

This project with the Nightingale was unique in that they needed help right away. There wasn't time to go out and recruit a specific team to facilitate the induction programme. Help was needed immediately so that they would be able to take on the essential staff to face the next months.

How did you come up with the new process?

First, we clearly identified what would be needed by all the new members of staff that came through to the Nightingale.

Having been through a review of the process at UCL with Processfix in 2019, I definitely had a better understanding of what steps should be involved: how to find the right people, give them a job description, provide an ID card and the equipment required to do their role. Although these are not normal times,



there are still standard processes that need to be followed. Yet, there were so many differences compared to how we approached things at UCL. Most significantly was the time taken. At UCL a quality induction experience can take weeks, with a focus on making our new employees feel welcome. It's about working together, sharing information and getting feedback. At the Nightingale time was of the essence, but it shows how motivated people can be when there is a really clear cause and no personal or commercial gain involved.

What were the key challenges you faced?

At the start of the project I was self-isolating so was unable to go onsite! There were so many people in Communications, Human Resources, Education & Training and Estates Management who needed to be involved, right up to the point where we gained approval for the onboarding process and the subsequent welcome pack from Silver Command at the Nightingale. I had to be introduced to these incredibly busy people by email, then ask them to increase their already overwhelming

workload. I found that getting to talk to people by phone was the best route, and I was astonished at the huge desire there was to help. These people do not stop working, it is constant for them.

And, back at UCL, how are you adapting your own onboarding process?

It seems a funny time to be talking about it. Since our Processfix workshop in 2019 we have made so much progress. We have had to cancel our welcome events and move them online. We developed an app instead of producing a booklet and this is the ideal tool to enable swift and clear communication in these challenging times.

As we have had to adapt what we do there is less face-to-face interaction between new employees but it is still so much better than doing nothing. And in terms of keeping the new employees up to date we encourage them to look at the clear messaging that is coming from UCL leadership every day.

If you would like more information any of the above, please contact Kate by email: kate.faxen@ucl.ac.uk.

About us

Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour-changing techniques to bear in a professionally facilitated environment.

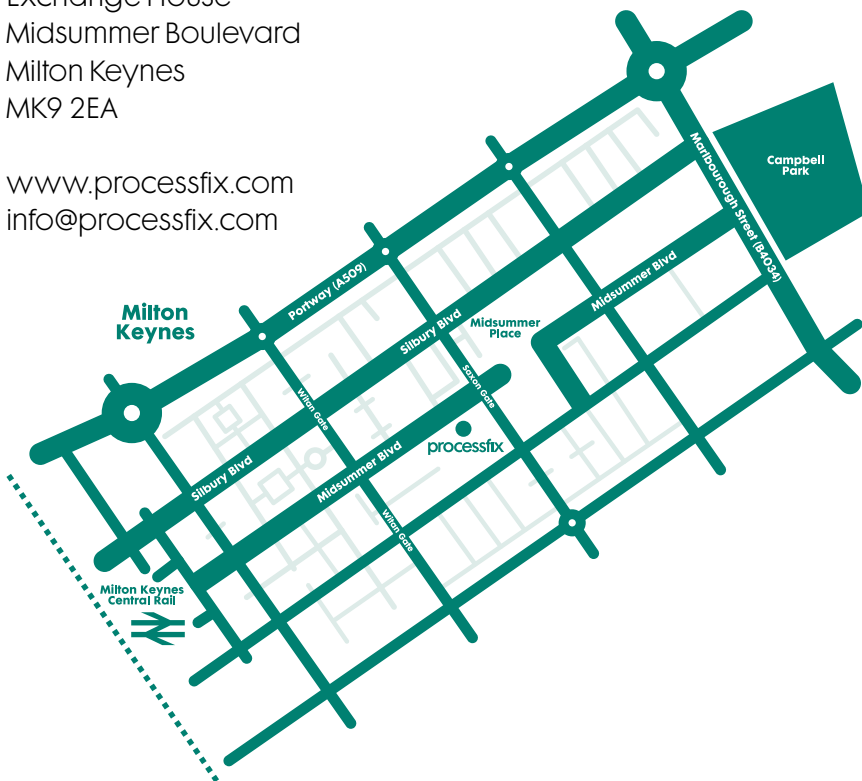
We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require rapid improvement workshop facilitation, an organisational wide process improvement programme or to develop and train your team. Processfix specialise in engaging your people, delivering immediate benefits and instilling continuous improvement across your organisation.

If you would like to find out how Processfix can benefit your organisation, please contact us at:

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And Finally...

Universities across the UK are having to change the way they recruit students due to Covid-19. Read how the University of Greenwich are adapting their admissions process in the next newsletter.



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