

## Productive Community Services

*Releasing time to care™*

# *Empowering front line staff*

*“It has come at a brilliant time! We were already thinking how we could change things but this has given us structure”*

Service Lead



# Developed by front line teams

Productive Community Services has been developed and designed with front line nursing and therapy teams. The programme provides an evidence-based approach to improve the care you provide.

- Increase patient facing contact time.
- Improve the quality, safety and reliability of care.
- Effective team working.
- Remove waste and frustrations.

The programme supports all front line teams to analyse their activities and develop more effective working practices. Productive Community Services provides teams and their team leader with practical step by step guidance on how to improve everyday working practices. Teams use their service experience and knowledge to develop their own solutions.

***PCS has helped us to move us from a disjointed, demoralised, self doubting team, to one which is excited / motivated by the goals and opportunities we have to impact change within our PCT Team Leader***

## The 'modules'

Productive Community Services consists of a series of 'modules' or do-it-yourself guides that help the team:

- create a stable and organised working environment
- predict and plan the work
- deliver high quality and consistent care for each patient
- connect more closely with the patient experience

