



THE IMPACT OF CHANGE

STAFF RETENTION AND
MORALE



WHAT DO I
KNOW??

MATHEW
GRAHAM

PLAIN FILM LEAD
ROYAL BERKSHIRE HOSPITAL



INFRASTRUCTURE

FEELING THE CHANGE OF POOR
PLANNING



INFRASTRUCTURE

“HOUSE OF CARDS”



THE RADIOLOGY IMPROVEMENT PROGRAM

- Seven Day Working
- Electronic Patient Records and Requesting
- PACS Upgrade



"I DON'T UNDERSTAND WHY
THERE'S SUCH RESISTANCE TO
CHANGE..."

...WE ARE IMPLEMENTING
EVERYTHING WE CAN TO MAKE
THIS DEPARTMENT BETTER"



NO SUPPORT = NO
ENGAGEMENT



MAKING CHANGE IN A POSITIVE
WAY

REGAINING MORALE

'THE RULES'



MAKING A POSITIVE CHANGE



MAKING A POSITIVE CHANGE

DEPARTMENT STRUCTURE



MAKING A POSITIVE CHANGE

PROTECTED TIME



MAKING A POSITIVE
CHANGE

POLICY AND
PROTOCOL
OVERHAUL



MAKING A POSITIVE
CHANGE

NO POST UNFILLED



MAKING A POSITIVE
CHANGE

QUALITY
MANAGEMENT



MAKING A POSITIVE
CHANGE

THE PROPOSAL
BOARD



MAKING A POSITIVE
CHANGE

OUTSIDE
INTERACTION



MAKING A POSITIVE
CHANGE

SOCIAL EVENTS
TEAM



MAKING A POSITIVE
CHANGE

CHANGES WITH NO
CHANGE TO
WORKING PRACTICE