CUSTOMER STORY

Liverpool Heart and Chest Hospital NHS Foundation Trust

LIVERPOOL HEART & CHEST HOSPITAL NHS FT (LHCH)

LHCH provide specialist services in cardiothoracic surgery, cardiology, respiratory medicine including adult cystic fibrosis and diagnostic imaging, both in the hospital and out in the community.

They are a single site location with over 1,800 staff including nurses, medics, AHP's, pharmacists and more. They have twice been rated outstanding by the CQC and have been rated as one of the best places to work.

Connectivity issues and aging solutions for staff accessing their rosters meant they wanted to offer an upgraded offering for their workforce. So they decided to introduce Loop.

ROLLING OUT LOOP: OUR BIG BANG APPROACH

We talked to **Nicola Duffy**, Roster Administrator, and **Peter Cook**, Recruitment and Resourcing Lead, to talk about their rollout.

"We started with our HR department, letting them get to know Loop and become our early adopters for the app.

"We made sure to widely communicate our launch on our various, existing communications channels.

When we launched, we went for a **BIG BANG** approach. We had pop-up locations promoting Loop and went to every ward making sure we spoke with staff individually about Loop. We really focused on keeping it very personal when launching."

"**Our Junior Doctors now get to see their rota's 6 weeks before they join us.** This is allowing them to meet each other before they have even worked their first shift."

They are **communicating and swapping shifts with each other,** and all without having to share personal details."

"Staff occasionally used to miss our communications. **They are now much happier** that they can get in touch with other staff and be included in our comms."

WHAT'S NEXT?

"*As everyone is already using Loop to check their roster, we are continuing to build our communications and groups further, to keep improving how we engage with our workforce.*"

OUR ROLLOUT TIPS

"Be Brave! We switched off EmployeeOnline, removing all links from resources. This made Loop the easy option for everyone"

"We rolled this out with just one person in our roster team. If we can do it, anyone can!"

"When rolling out, make sure to support everyone, by answering their questions and queries"

"Use your existing communication channels to spread the news about your rollout"
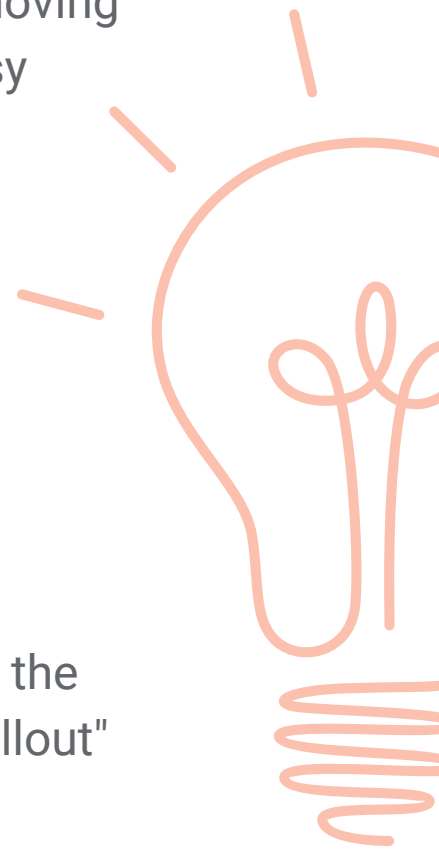
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