

## Flexible working success at Barnsley Hospital NHS Trust

# Flexible working

## Success in SDEC (Surgical)



### Background

The Surgical Same Day Emergency Care (SDEC) team has Consultants, ACP's, Nursing Staff and Additional Clinical Services.

As a service that provides urgent care to patients, it is a department that must accommodate fluctuations in demand and volume patterns.



### Situation

Jessica was a colorectal and general Surgical Consultant who took on the role as Clinical Lead for Surgical SDEC after requiring more flexible working hours on her return from maternity leave with her second child. This was proving difficult to navigate due to the demands of her Consultant role (operating lists, on-call and clinics).



### Solution

After open discussions and the support of her manager, Jessica has been able to structure her role in such a way that allows a high standard of care to her patients, whilst having flexibility in place.

Jessica has changed the focus of her role as a Consultant to allow her to balance her home and work commitments, knowing that this was the best choice for her. Whilst there are elements of Jessica's role as a Surgical Consultant she no longer undertakes, she has found job satisfaction in other ways.



### Impact

Jessica feels she has created a service within Surgical SDEC which was not available prior to her doing this, creating positive outcomes for patients in this area and the Trust retained a valuable member of staff.



# Positive impact of flexible working at Barnsley Hospital NHS Trust

## Why it mattered to me

“Having flexibility within my role meant I didn’t feel conflicted between the needs of patients, the service and the needs of my family.

My manager has been very supportive of my hour adjustments and role modifications as I have ensured that it positively impacts service to patients whilst also allowing me to balance my home commitments.

Whilst there are elements of my role as a Surgical Consultant that I no longer undertake, I have found job satisfaction in other ways. This includes having the opportunity to provide more wrap-around care to patients.”



## Why it matters to us

Jessica felt supported by management and the Trust. Without modifications to her role and flexibility of hours, Jessica would have found it difficult to balance the requirements of being a Medic with home commitments.

As result of open discussions and flexible working solutions, we retained a valuable member of staff and the service level in Surgical SDEC was positively impacted.



## People Promise

