**Improving communication across the team**

**Pharmacy iMatter Team Story**

Following our iMatter report in 2018, NES Pharmacy identified 3 key areas for improvement, on which to focus as a team. These were

1. Involved in decisions in the team

2. Feedback on suggestions and input

3. Involved in decisions by the team

While we identified specific steps to address each of these areas, and successfully implemented these, we also took a more holistic approach to improve communication across the team. We introduced a weekly stand up every Monday to allow the whole team, from all offices, to hear and share the key areas of work for the upcoming week. Stand ups last about 10 minutes and they have improved awareness and transparency around priorities across the team. This has helped identify potential clashes with key meetings/events, and has allowed team members to become involved in decisions within the team, give and receive feedback on matters of priority to them or the team, and also to comment on or contribute to areas of work of which they would otherwise be unaware. These highly efficient meetings have additionally supported our external communications strategy too.”