



Effective Strategies for Problem Solving

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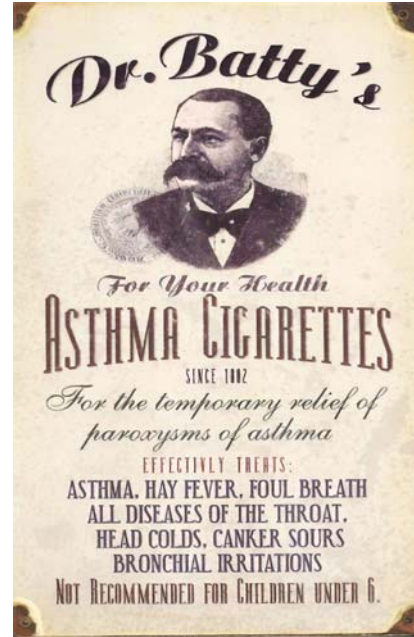
- Help healthcare organisations to find better ways of working, improve processes and overcome challenges to support better patient outcomes and find more joy at work.
- Design & work collaboratively with frontline teams.
- Equip individuals and teams with the knowledge & skills to develop a sustainable future.
- Supported development, consulting, and programme delivery to over 1,000 healthcare teams.
- NHS Delivery Partner and NHS [HSSF Framework](#)



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For every complex problem
there is an answer that is
clear, simple, and wrong.

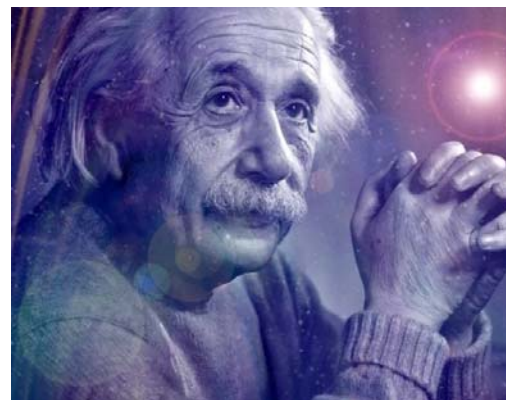
H. L. Mencken
American Journalist 1880 – 1956



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If I were given one hour to
save the planet, I would
spend **59 minutes** defining
the problem and **1 minute**
solving it.

Albert Einstein
Theoretical Physicist 1879 – 1955



Xytal Health Management

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Top Problems & Challenges



What are your top 3 problems & challenges in the practice?

You may want to consider:

- Cost – Time, financial cost income
- Impact – Staff, patients, worry
- Risk – Likelihood x impact



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5 Whys



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5 Whys



- Define the problem in a simple statement
- Ask **why** the problem is happening and record the answers. There may be multiple reasons, record each of them.
- Ask **why** again for each of the reasons and record the answer, again there may be multiple reasons, record each of them.
- Keep going until you get to some potential root causes

Define the problem

Why?

Why?

Why?

Why?

Why?

Root Causes



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Missing Cameras!



Define the problem

Cameras going missing from consulting rooms -> interruptions, swapping rooms

Why?

GPs were taking cameras from one room to another

Why?

There wasn't a video camera on the computer they are using

Why?

Not every computer has a video camera

Why?

They weren't needed when the computers were installed

Root Causes

Number of video consultations & meetings had outstripped the number of computers with cameras

Solutions

Practice manager ordered and set up cameras in every consulting room

Outcome

2 months later, cameras stopped disappearing, reduced camera related interruptions and room swapping



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Creative Solutions

- Do you need more information?
- Potential solutions?
- How will it be implemented?

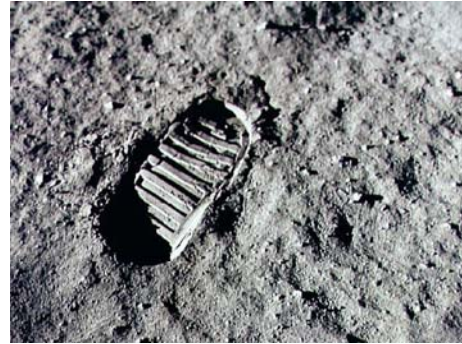


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Action Planning



- What are you going to do next?
- What is **one small step** you could take this week?



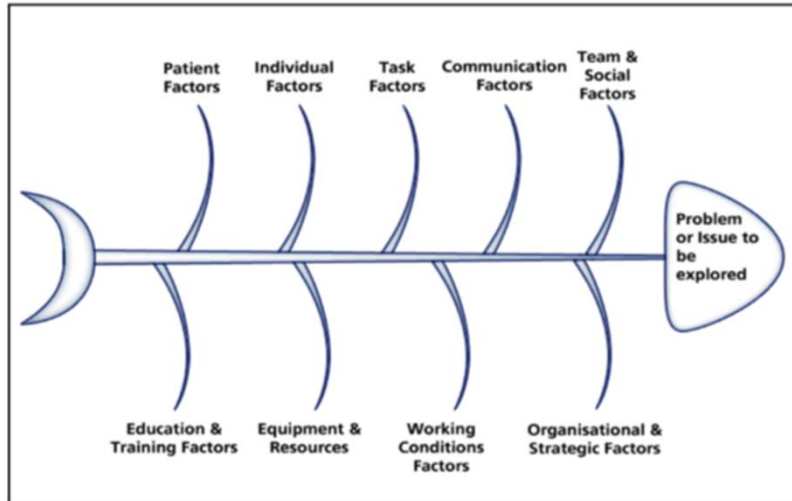
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Other Problem-Solving Tools

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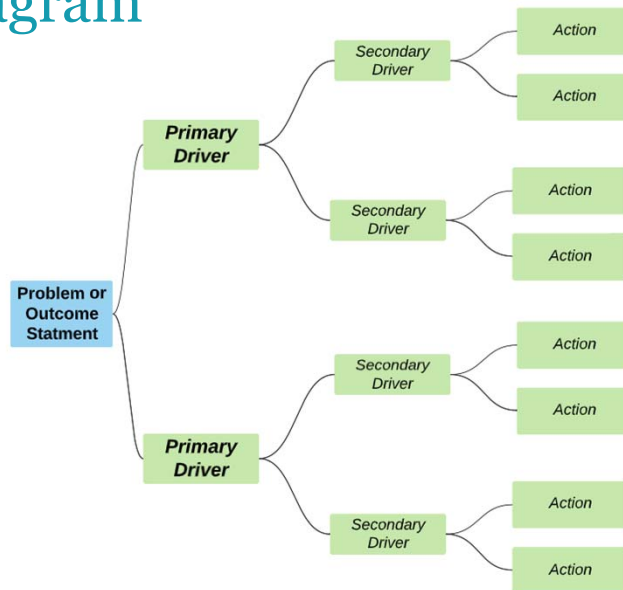
Fishbone Diagram



Find out more: [NHS Fishbone Diagram](#)

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Driver Diagram








Find out more: [NHS Driver Diagrams](#)

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Xytal Improvement Approach



| | | | | |
|---|---|---|--|---|
| D | M | A | I | S |
|  |  |  |  |  |
| Define | Measure | Analyse | Improve | Sustain |
| Define the problem Define your aims Agree who needed to be involved | Measure what is happening now Speak to people effected by the problem | Analyse current measures Identify issues & opportunities | Plan, test & improve changes Measure going forward | Standardise changes and processes Measure impact |

Find out more: [Get in touch](#)

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Any questions?

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