Thinking differently to improve flow:
understanding risk and what matters to the patient

@estherclift
plan

- Background (10 mins)
- Risk (10 mins)
- Leadership (10 Mins)
- Resilience (10 mins)
- Resources

CLAHRC Wessex
The reality -

https://itnproductions.wistia.com/medias/4j3jdryxg9
The risks:

- What are they in this team?
- What are the risks where you are?
- How do you mitigate for them?
Feedback
Leadership

‘leadership doesn’t come from a job title, it comes from a frame of mind’ Hewitson

‘leadership is about inspiring others to be the best they can be’ Scheffer
Leadership : for you!

Do you know your own leadership style?

Can you think of something which has happened at work in the last few weeks, which you are really proud of?
Feedback:
Esther Clift
@EstherCPN

This is the happiness of great colleagues and a fantastic job! Thank you
@Southern_NHSFT @WestHantsCCG
@HEE_Wessex @GaryCleeve
@snelgrove_helen @williams1_jane
@TheJoshHammond @AbigailBarkham
@FrailtyFriends - we were well behaved!!
Philosophy

4 steps - what matters to you?
☐ What makes for a good day for you?
☐ What makes you proud to work here?
☐ When we are at our best, what does that look like?

CLAHRC Wessex
Resilience

Defn ‘the capacity to recover quickly from difficulties: toughness’

How do you assess your own resilience?
How do you develop resilience?

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Questions?

[.. And thanks!}

CLAHRC Wessex
Resources

ียว Developing people- Improving Care

Finding joy at work

resilience
https://www.robertsoncooper.com/54-resources/tools/128-i-resilience-and-portal
Breakout session 2

- **Bedside handover in a community hospital including the patient in the conversation** (Bishop Partridge Hall: First floor)
- **Transforming A&E using single clerking and innovative staffing solutions** (Abbey room: groundfloor)
- **How to develop a home first model with new roles** (Council room: First floor)
- **Developing a frailty model** (Robert runchie room: Lower ground floor)
- **Collaborative approach to SAFER and Red2Green in the North** (Assembly Hall: First Floor)
- **Treating staff fairly and consistently when care doesn’t go to plan: NHS Improvement’s Just Culture guide** (Westminster room: First floor)
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CLAHRC Wessex

OUR VALUES

Patients & people first Partnership Respect
Philosophy

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