

**Leading
for care
integration**



- the big collaboration

Leading for Change: patients partnering and collaborating with the system

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Leadership Academy

East of England



Introduction

The EoE Citizen Senate believes that the integration of care requires a new relationship between the healthcare system and patients, citizens with lived experience and their communities.

The 'Leading for Change' programme has been designed to support the development of this relationship. This workshop will cover the following:

- ✓ ***Why was the programme developed?***
- ✓ ***What is the 'Leading for Change' programme?***
- ✓ ***What do participants gain from attending?***
- ✓ ***What do clients/sponsors get from the programme?***
- ✓ ***What have we learnt from delivering the programme?***



Why was the programme developed?

- Bridge a gap
- To support system transformation and LTP
- To achieve a clearly defined set of learning outcomes
- Model good practice
- The Centre for Patient Leadership
- The King's Fund - Leading Collaboratively with Patients and Communities



‘Leading for Change’ – What is it?

- A co-designed and collaborative venture
- Designed from best practice and evidence – based
- Flexible – face to face or online
- Supporting the development of system and operational effectiveness
- Creating a social movement, a network of influencers and a community of practice

What do participants gain from attending?



- Knowledge and Understanding
- Confidence and Self Awareness
- Support skills, qualities, behaviours and values



What do clients/sponsors get?

- Knowledgeable, confident and skilled patient/citizen partners
- Partnership at a strategic level
- Support with any change initiative
- Potentially a 'quality' relationship with your citizens and communities
- Lived experience, insight and knowledge

What have we learnt? (pt1)



- A focus on the “them and us”
- Context doesn’t support collaboration – culture, ‘silo mentality’
- Task vs. relationships – the pull to task
- The issue of “Time”
- Embedding the patient and citizen voice -resources issue or priorities?



What have we learnt? (pt 2)

- Conversations are often difficult
- System change – none of us know how to do this –learning conversations and testing assumptions.
- The importance of sustainability
- It requires courage, resilience and a particular ‘mindset’
- For certain parts of the community it’s still hard to connect with and have them join the programme



Questions

- Any thoughts, ideas, examples of successfully including groups/individuals who might feel marginalised, not listened to, or included?



Questions

- Do you think this programme will support the continued development of effective PPI?
- If not – why not? (what is missing?)



Questions

- After all that you heard today do you have any “yes buts”? – Is there anything we haven’t covered or included that you expected to see/hear?
- Is there that one question you want to ask but haven’t?



Exercise

In your groups please reflect on the following:

- Did you like what you heard – what in particular and why?
- Are you unsure about anything?
- From your conversations agree two questions that you would like to ask

We would encourage you to consciously engage in dialogue – listening to understand, asking questions to clarify and maintaining an open minded and curious approach

Leading For Change



Application form: <https://surveys.eahsn.org/zs/ReB8b0>

For more information contact Trevor Fernandes,
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Thank you

Delivered in partnership:

