

## Welcome to our first-ever Expo Webinar!

- Every year, more than 90% of our Health and Care Innovation Expo attendees tell us they will share what they have learned with their colleagues, and half say they will make changes in their own teams and organisations after being inspired by attending the event.
- For Expo 2018, we are making it even easier to take part in Expo-related learning through a series of webinars before and after the event.

**Health and Care Innovation Expo 2018 will be held at Manchester Central on 5 and 6 September 2018 – we hope to see you there!**



# Why, how and where to start: using the Change Model

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Sustainable Improvement team NHS England

# 10 High Impact Actions for General Practice




England

**1:**   
**ACTIVE SIGNPOSTING**

- Online portal
- Reception navigation

**2:**   
**NEW CONSULTATION TYPES**

- Telephone
- Text message
- E-consultations
- Group consultations

**3:**   
**REDUCE DNAs**

- Easy cancellation
- Read-back
- Reminders
- Report attendances
- Patient recording
- Reduce 'just in case'

**4:**   
**DEVELOP THE TEAM**

- Advanced nurse practitioner
- Therapists
- Medical assistants
- Physician associates
- Paramedics
- Pharmacists

**5:**   
**PRODUCTIVE WORK FLOWS**


- Matching capacity and demand
- Productive environment
- Efficient processes

**6:**   
**PERSONAL PRODUCTIVITY**

- Personal resilience
- Speed reading
- Computer confidence
- Touch typing

**7:**   
**PARTNERSHIP WORKING**

- Productive federation
- Specialists
- Community pharmacy
- Community services

**8:**   
**SOCIAL PRESCRIBING**

- Practice based navigators
- External service

**9:**   
**SUPPORT SELF CARE**

- Prevention
- Long term conditions
- Acute episodes

**10:**   
**DEVELOP QI EXPERTISE**

- Leadership of change
- Rapid cycle change
- Process improvement
- Measurement

# The Change Model for Health and Care



# Our shared purpose - *is there a sense of shared purpose amongst our key stakeholders?*



- Patients and their experience of the NHS and their health care are at the heart of what we do and drive change
- Making change happen together
- We need to understand the “us” in “our”, understand our shared values to build shared purpose

# Leadership by all – *do all our leaders have the skills to create transformational change?*



- Able to articulate a vision of the change
- Act as role models by engaging, mobilising, supporting through all 8 components
- Demonstrate effective, engaging, inclusive behaviours
- Demonstrate the practical skills for change at scale and pace
- Identify what help we need
- Bring together the resources (people and other) needed to enable change
- Distributed leadership

# Motivate and mobilise — *are we engaging and mobilising the right people?*



- Who needs to be involved?  
Who are the stakeholders?
- Understanding, recognising and valuing individuals' contributions
- Mobilising people as well as engaging
- Getting the message right – and framing for different audiences
- Using engaging stories on progress and improvements made
- What to do with the those not on board



# Project & performance

management – *do we have an effective approach for delivery of change and monitoring of progress towards our planned*



- Effective project management methodology
- Clear objectives and process for seeing and feeling the benefits
- Timely, cost-effective, widely understood
- Proportionate to the change
- Fitting in with governance arrangements



# System drivers – *are our processes, incentives and systems aligned to enable change?*



- Identify why we need to make a change
- Stakeholder support, local or bigger focus
- Rewards and recognition
- New partnerships and ways of working
- Policy statements
- Tariff, CQUIN, QoF, other payment mechanisms etc

# Spread and adoption – *are we designing for the active spread on innovation from the start?*



- Sharing and spreading the word about results of the change
- Who needs to know?
- Who would benefit from doing the same
- Using a variety of channels and media
- Celebrating success
- Listening to and learning from others – receiving
- Learning from when things don't work out

# Measurement – *are we measuring the outcome of the change continuously and transparently?*



- What's the best way to measure improvement?
- Accountability and benchmarking
- Identifying meaningful and discernible outcomes and improvements
- What difference have we made? How do we know?
- Measurement for improvement, research and judgement
- What do we publish and for whom?



- Not one methodology for all – a toolkit
- Building on our skills and knowledge of what's worked before
- Robust and rigorous in approach and delivery
- Identifying the process, the people, the change, the results and the value
- Models, approaches, and techniques used across the NHS and elsewhere
- Create ownership and engagement

# Questions and comments?



# How we use the Change Model

## Change Conversation

Leadership by all

Our shared purpose

Spread and adoption

Motivate and mobilise



Improvement tools

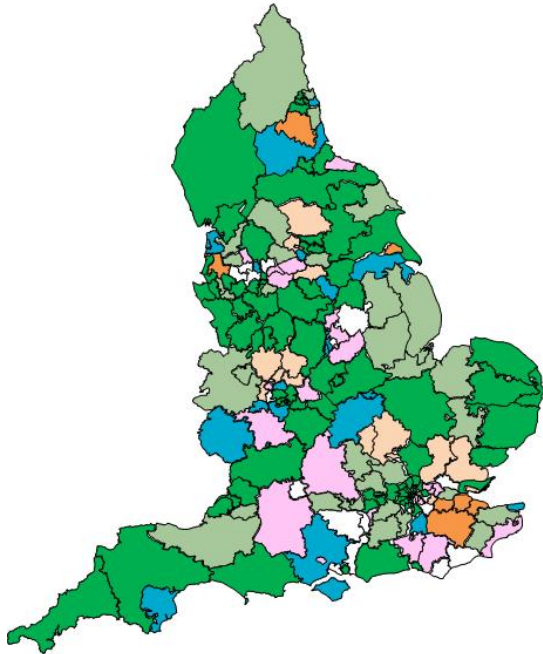
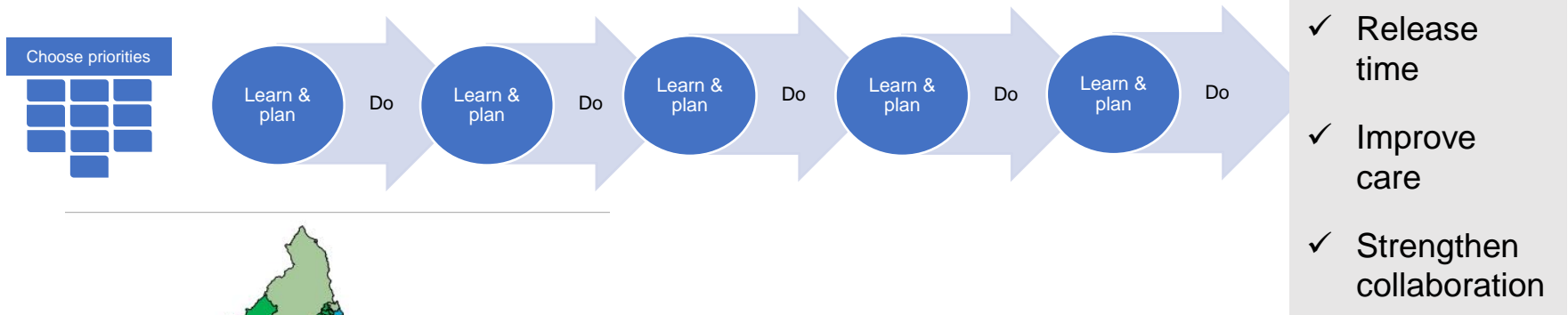
Influencing factors

+
Measurement

Project and performance management

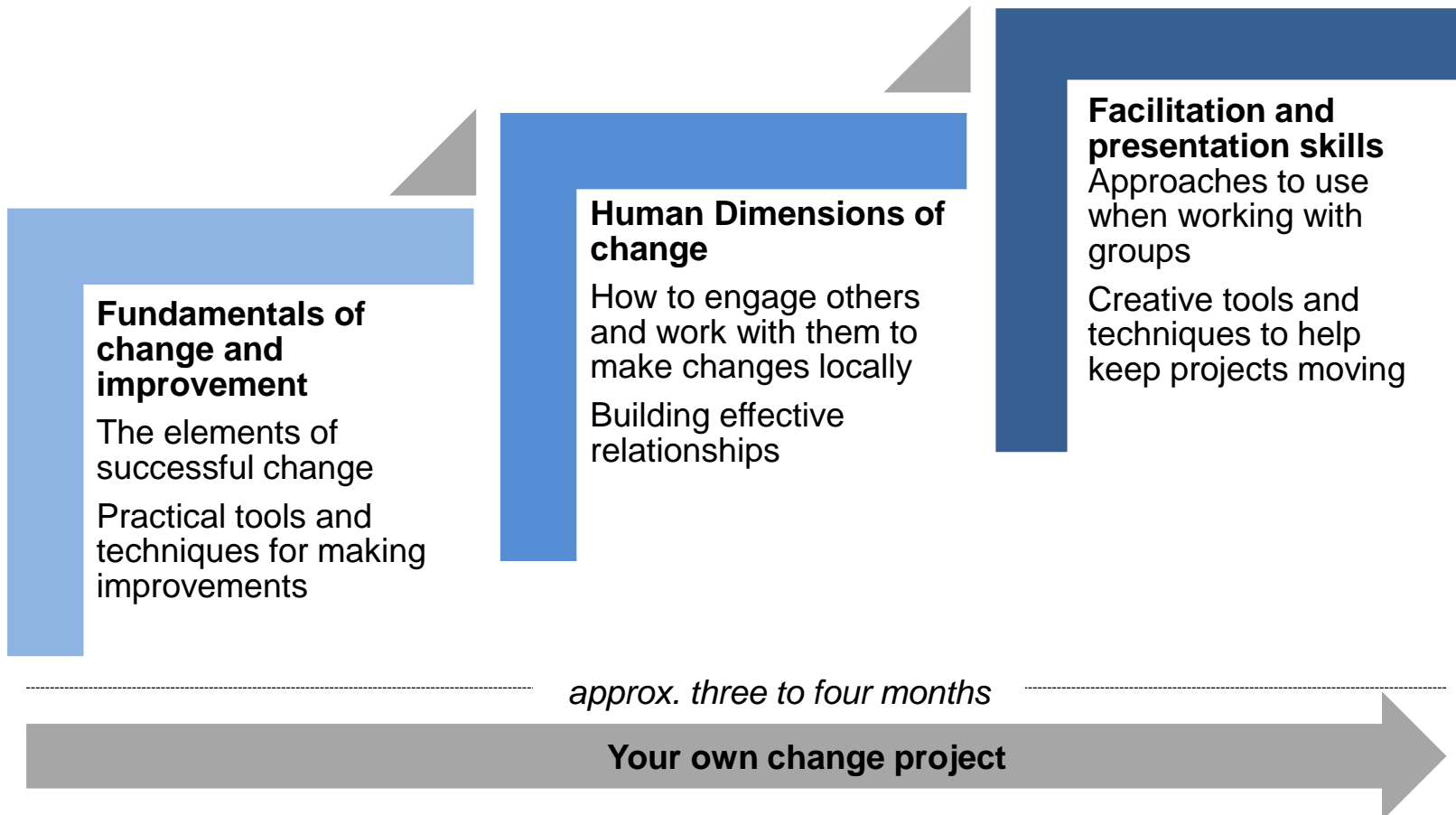


# Time for Care – Learning in Action



Not engaged yet	0	
Showcase planning	1	
Showcase follow-up	2	
Engagement	3	
Delivery	4	
Paused	5	
Complete	6	

# General Practice Improvement Leaders Programme – content overview



# General Practice Improvement Leaders – case study

Farzana Hussein – GP, The Project Surgery

- YouTube case study: <https://bit.ly/2mRVWnj>
- Developing People Improving Care webinar: <https://bit.ly/2Akc2zy>

# Primary Care Improvement Community

We believe that high quality primary care is at the heart of a healthy society. We are proud of the services we provide and passionate about improving them further.

Our community is a space for all those involved in improving primary care to share and learn from each other. Together, we work to nurture and spread skills, confidence and ambition in QI, so that we can improve and sustain the care we provide to future generations.

NB: under development!

# Questions and comments?



# Change Model resources

- Getting Started Guide
- Action Planning template
- Gap Analysis
- Key Questions

Website: <https://bit.ly/2EfUr8J>

# Any questions?





# Register now for Health and Care Innovation Expo 2018!

- More than 140 hours of main-stage plenaries, theatre seminars and pop-up university workshops throughout the two days
- Five feature zones focused on key topics: Digital Health, Mental Health, Improving Care, Diabetes and Obesity, and Integrating Care
- Senior leaders from across the NHS and social care

Complimentary tickets available for NHS and public sector staff – register online using the ticket code **EXPO18**

