LEARNING HANDBOOK
Guidance and tools to support systematic learning before, during and after project activity in health and care

NHS
Improving Quality

Reframing matrix

A 'reframing matrix' is used to tackle an issue or problem from a number of different angles and develop creative solutions.

Tool	Time	Resources	Physicality	Interactivity
Reframing matrix	★★☆☆☆	★★☆☆☆	☆☆☆☆☆	★★★★★

When?

A 'reframing matrix' can be used before, during or after a project to inform changes within the current project or to influence future work.

Who?

All members of a team should be involved and encouraged to share all relevant experience, not dependant upon hierarchy. It is essential that all experiences are heard, discussed and noted to ensure full understanding of previous learning.

How?

The overall time required for the session is around an hour.

Start by drawing a simple two by two grid onto a large whiteboard or flipchart – you can copy the example on the worksheet on page 3 of this PDF. Write the issue or problem in the middle of the grid.

You then decide which perspectives you will approach the problem or issues from. There are two ways to do this: the four P's approach and the professions approach.

The 4 Ps approach

- Programme perspective: Are there issues with the programme (project/product/service) we are delivering?
- Planning perspective: Are the plans involved appropriate? Is anything missing or has something been missed?
- Potential perspective: Is the programme (project/product/service) replicable? Can it be scaled up?
- People perspective: What do the people involved think? What is the impact of any problems on the people involved?

The professions approach

This approach is simple – you and members of the team choose four professions or stakeholder persepectives to tackle an issue or problem from.

The team then brainstorm solutions to the issue or problem focusing on each perspective one at a time. Some perspectives may be trickier than others due to less exposure to particular

perspectives – this is perfectly normal and everyone should be encouraged to input as much as they can, but not feel pressured to input if they don't feel comfortable.

Things you need:

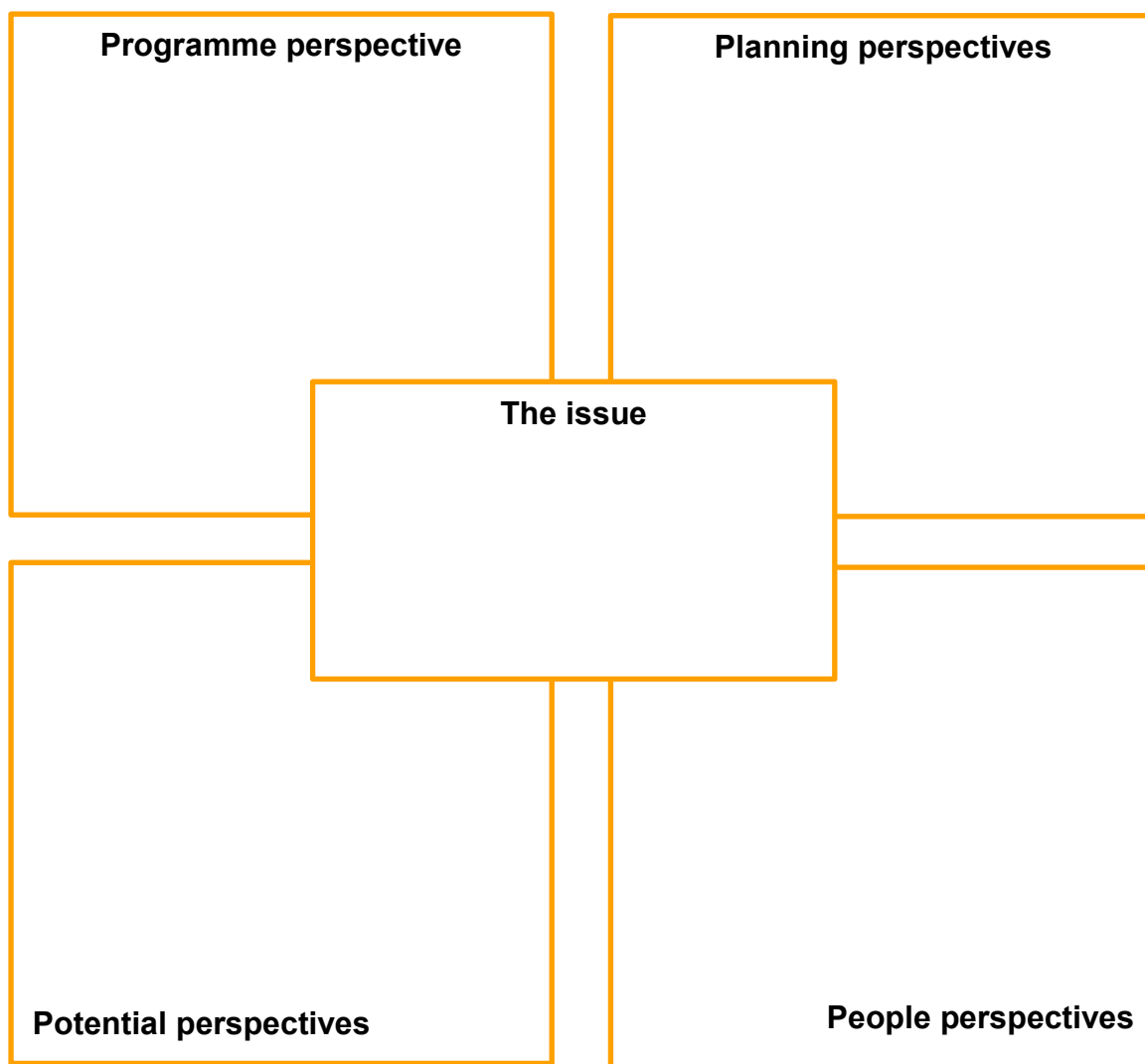- Flipchart / whiteboard / sticky notes
- Pens

Reframing matrix worksheet

Programme perspective

Planning perspectives

The issue

Potential perspectives

People perspectives

Potential professional perspectives:

- Doctors
- Nurses
- Commissioners
- Auditors
- Patients

- Project managers
- Directors
- Administrators
- Housekeepers
- Health care assistants