On the One Hand
On the Other Hand
my books!
1) connect through trust
You are not what you know.
‘Our identity does not lie in our genes, but in the connections between our brain cells - our own particular wiring’

Sebastian Seung, author of Connectome
Have I made them feel stronger and more capable?
trust in action

Case study

Ward 71 at the Western General Hospital, Edinburgh, has successfully implemented a number of key improvements to reduce falls within the ward. At its heart is visible ward leadership which has encouraged and enabled staff to test and successfully deliver a number of interventions which have resulted in a 21% reduction in falls within the ward.

Increasing service user, carer and third sector involvement in SPSP-MH, including attendance at learning sessions. At the regional learning sessions in September 2015, over 14% of delegates were service user, carer or third sector. Examples of partnership working include Support in Mind Scotland.

Sources: SPSP Acute Adult, Maternity and Children, Primary Care and Mental Health End of Phase Reports 2016
1) connect through trust

2) align through purpose
What’s your panda?
who are we?
who are we?
who are
we?
who are we?
who are we?
Hi David Grayson!
who are we?
where are we going?
why are we going there?
purpose in action

Case study
NHS Ayrshire & Arran carried out an in situ simulation training programme focusing on communicating the sense of urgency of patients presenting to Crosshouse Emergency Department with sepsis. The aim was to create a mutual understanding of the importance of prioritising these patients within a busy Emergency Department. The data showed a shift from 40% to 85% compliance with the target of antibiotics delivered within one hour.

Ward 14 at Wishaw General Hospital took an MDT approach to reducing CAUTI by asking three key questions:

1. Is there really a clinical need for a catheter?
2. What are the alternatives?
3. Have we tried everything to avoid a catheter?

SPSP Mental Health aim
Patients are and feel safe, Staff are and feel safe.

Sources: SPSP Acute Adult, Maternity and Children, Primary Care and Mental Health End of Phase Reports 2016
1) connect through trust

2) align through purpose

3) maintain through dialogue
discover
dream
destiny
dialogue in action

‘The use of improvement methodology has, during this programme, given staff more confidence in managing change by using the Model for Improvement. As a group of health professionals we are able to discuss improvement and accept the responsibility of our roles within that. Small tests of change are now a normal part of our working environment.’

NHS Greater Glasgow and Clyde

‘The medicines reconciliation we have continued with since last year and the results handling we intend to do the same. They have made a difference and have not been like any other ideas people sit in a room and think up that are unhelpful to practices. We are contacting patients more reliably and discussing medication changes’

Practice Manager, NHS Tayside

Collaboration with other healthcare organisations to support learning and development within the UK, as well as internationally, which involved leading the development of the #MHimprove, an international improvers network.

Sources: SPSP Acute Adult, Maternity and Children, Primary Care and Mental Health End of Phase Reports 2016
14,600
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- I’d try to live with purpose – make a difference
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- I’d take time to stop and ask the big questions
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- I’d try to live with purpose – make a difference
There must be a better way and together we can find it