

This includes developing some of the skills, knowledge and qualities required of patient leaders to:

- effectively influence the quality agenda
- work collaboratively with others
- improve our patient care and experiences

Participants on the programme will have the opportunity to network with other Patient Leaders/Clinical Leaders/ Managers/Patient Partners to promote this collaborative working.

Programme Objectives

To Provide Patient Leaders with:

- An understanding of what matters to you and what results you want to achieve
- Confidence to be involved in strategic leadership and to act as agents for influencing change to improve quality and the patient experience
- Skills development – listening and questioning, planning to communicate assertively, networking skills to develop and sustain mutually supportive relationships
- Quality Improvement knowledge and skills to champion and promote quality improvement across the Trust
- An opportunity to reflect upon and review your own leadership qualities and styles and how they influence the agenda for quality improvement
- An understanding of how the NHS works

Key Elements of the Programme and Learning Strategies

The workshops are facilitated over a 3 month period. They are designed to encourage participants to take an active role in their learning. Each workshop focuses on a particular topic.

- Leadership for health care - the role of patient leaders?
- Quality and innovation
- Who is the leader you want to be? Reflect on personal qualities needed to develop a shared vision with co-workers
- Influencing and leading others –partnership working and developing collaborative practice
- Achieving outcomes through effective leadership
- Our Organisation - through the lens of Clinical Leaders/Managers/Patients/Carers
- Understanding health and safety issues of working in our organisation

Learning Strategies

Workshop will offer opportunities to engage in a range of learning strategies to enable participants to take an active role in their learning, these include:

- Small group workgroup/self assessment activities to reflect upon and review their own leadership qualities and styles
- Engagement in action learning sets as an opportunity for improving personal development and self-awareness. To promote skills in facilitating and enabling others to find solutions to their work based problems.
- Shadowing sessions to gain insight into priorities perceived by patients, to develop empathy with the patient's experience of our services, to recognise the potential for quality improvement opportunities and create solutions through collaborative working
- Networking to gain a wider perspective on current and future service provision. Patient leaders are encouraged to show leadership by developing networks both internally and externally to our organisation to provide opportunities for you to develop your confidence and to compare and learn new creative ways of working. Making connections across organisational boundaries promotes innovation enabling best practice to be shared and adopted.

Workshop 1

Leadership for Health Care at the Royal Berkshire NHS Foundation Trust

- Patient Leadership- what is it and how can the role benefit the organisation?
- The challenges of health care improvement
- Shared learning with our patient representatives
- Identify, understand and analyse your personal strengths attributes and preferences that make you an effective patient leader

Workshop 2

A focus on quality and innovation

- Developing creativity and innovation
- Leading improvement through the Royal Berkshire NHS Foundation Trust Quality improvement framework- IMPROVE (Ideas, Measure, Plan, Return on investment Outcomes, Vital behaviours , Evaluate)
- Quality improvement methods

Workshop 3

Who is the leader I want to be?

- Perspectives on leadership. Leadership vs. Management?
- What do you really care about? What's important to you? What results do you want to achieve?
- Leading by example being role models of the values and principles associated with effective leadership
- Leadership styles and their impact on organisational and team climate
- Emotional intelligent leadership

Workshop 4

Health care for Influencing and leading others

- Leadership in context
- Communication in the health care setting
- Networking skills- building your networks and developing your skills in developing and maintaining mutually supportive relationships

Workshop 5

Achieving outcomes for effective leadership

- Delivering sustainable quality health care services that focuses on patient safety, patient experience, patient effectiveness, alongside cost containment and value improvement
- Influencing for results
- Your patient focused vision
- Developing an ongoing support network for Patient Leaders

Self Directed Workshop 6

Our organisation through the lens of clinical leaders/managers/patients/carers

Shadow experience to gain:

- insights into priorities as perceived by patients
- develop empathy with the patients experiences of health care
- to recognise the potential for organisational development
- learn lessons about quality improvement opportunities that may be applied to your own area of responsibility

Feedback /action plan on these experiences

Self Directed Workshop 7

Understanding health and safety issues of working in our organisation

- Mandatory Training Programme

Programme for each Workshop - the details of each workshop are now outlined that includes the content, details of facilitators and venue.