

## Patient Leadership Programme

Leadership for health care – The way forward  
for collaborative working

### Aim of the Patient Leader Programme

To develop Patient Leaders who can effectively influence our health care agenda at The Royal Berkshire NHS Foundation Trust.



The Programme will support Patient Leaders to work with others from ward to board and become effective agents of change to design services, improve patient pathways and systems of care.

The programme aims to provide a safe, friendly and relaxed environment which encourages open discussion and mutual regard for each others' experiences and development. It is our intention that you enjoy taking part in the programme and also feel challenged and stimulated by what takes place. As with all learning events we welcome continuous feedback throughout the programme and at the conclusion.

### Overview of the Patient Leader Programme

This is a series of workshops to provide Patient Leaders with an overview of the concept of Patient Leadership and how the role can contribute to improving our patient services both locally and strategically.

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

- influence the quality agenda
- effectively promote the voice of our service users
- 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 and Managerial Leaders 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 / transformation 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 three 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, innovation and transformation.
- 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.

- Mentoring as an opportunity for improving personal development and self-awareness. To promote skills to find solutions to their work based problems and discuss potential ideas/projects.
- 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.

### ***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

### ***A focus on quality***

- Structure of the NHS.
- What is Quality?
- Leading transformation through the Royal Berkshire NHS Foundation Trust Continuous Quality Improvement Cycle (CQI) programme, being part of a rapid improvement event.
- RBFT Quality and safety Strategy.
- Trust Vision and Values.

### ***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.

### ***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.

### ***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**

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

Shadow experience to gain:

- Insights into priorities as perceived by patients / staff.
- 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 on these experiences.