

Coaching

Information regarding the coaching support available to members



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Introduction

NHS Elect is a members’ network of over 60 organisations. We are part of the NHS and have been providing our membership with high-quality support and training since 2002.

About the Coaching Faculty

The coaching faculty at NHS Elect was established in 2010. It has since expanded to provide a broad range of healthcare organisations with an array of coaching interventions.

Each accredited member of the team has extensive senior management experience in the NHS. This includes board level appointments as well as operational management know-how. We also have a number of associates who provide specialist expertise as required and the faculty is registered with the Association for Coaching.

Areas of Work

Services provided by the coaching faculty at NHS Elect fall into these key areas:

- Coaching skills workshops
- 1:1 coaching
- Team coaching
- Supporting individuals and organisations with facilitating other non-coaching interventions, such as mentoring

The faculty provides coaching to clinicians, executives, managers and a range of people working in the NHS.

Our experienced coaches all attend coaching faculty meetings, receive regular coaching supervision and continually update their practice.

We also provide a quarterly ‘coaching conversations’ newsletter and have good links with Organisational Development (OD) colleagues at NHS Elect, to share and support specialist network events

What We Offer

-  Courses and seminars
-  1:1 Support
-  Specialist Consultancy
-  On-site Training
-  Shared Resources

Benefits of Coaching for Members

Coaching has many potential benefits that can help individuals move forward or create positive change in their careers and their organisation. Interventions can be focussed on a range of topics, which might include:

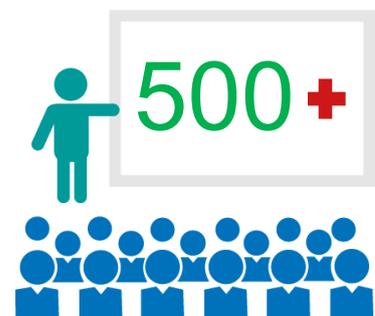
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| ✓ Prioritisation | ✓ Effectiveness on specific projects/tasks |
| ✓ Presentation | ✓ Greater self-confidence |
| ✓ Improving self-awareness | ✓ Increased job satisfaction |
| ✓ Career decisions | ✓ Engagement and well-being at work |
| ✓ Understanding motivation | ✓ Stress reduction and greater personal resilience |
| ✓ Improved personal effectiveness | ✓ Relational conflict at work |
| ✓ Personal development | |

How We Work

A Typical Coaching Intervention

A typical coaching intervention, for an individual is likely to include;

- Up to 4 action focussed coaching sessions with a trained coach (more sessions available if appropriate)
- Coaching sessions are typically 1-2 hours long and take place at an appropriate location on or off site.
- Usually, the first coaching conversation is face to face although coaching via MS Teams, Zoom, Skype etc are available too.
- The client must be prepared to commit to the coaching sessions and to travel where necessary.
- Coaching sessions are usually 4-6 weekly, allowing the client time to work on what has been discussed.
- Each client's coaching needs are different, so a bespoke programme is always agreed to best suit their needs
- A number of coaching tools and techniques will be utilised to help develop insight and awareness



The team has reached more than 500 individuals and teams across the NHS

How We Work

The Coaching Contract

All coaching sessions are confidential between the client and the coach. In some circumstances - with client permission - feedback can be agreed and given to the sponsoring manager. Prior to commencement of coaching there is usually a call between the coachee and a member of the faculty to clarify the process and agree next steps.

All clients are asked to 'contract' with their coach. This will require a commitment to the programme; attendance at agreed meetings; a set of objectives for the coaching experience and an agreement to give feedback to the coach.

How to Access Coaching

Coaching is part of the membership offer to all NHS Elect member organisations.

To discuss how coaching might help you, your team and your organisation, please contact Darren Leech at darren@nhselect.org.uk.

For 1:1 coaching and team coaching you will need the support of the NHS Elect account manager at your organisation, as this is a limited resource. Our team will be able to let you have this information, if required.

“Thank you very much indeed for facilitating two excellent events yesterday. The feedback is overwhelmingly positive. I really enjoyed it and found it useful and will definitely put the techniques into practice

Hannah Reed

Coaching and Mentoring Project
Manager, Guy's and St Thomas' NHS
Foundation Trust

Contact Details

If you have and general enquiries about coaching, or would like further details on any of the above please contact:

Darren Leech, Eilis Parker, Linda Keenan, Simon Griffiths, Lisa Godfrey, Robin Davis or Deborah Thompson

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Our Team



Darren Leech

Darren's professional background is in pharmacy. He has also worked as an Executive Director on the board of three acute hospitals - as Director of Delivery and then in Chief Operating Officer posts. Darren has also spent time working with commissioners and has working with NHS Elect since 2015. As a member of the NHS Elect coaching faculty, Darren is a qualified and experienced coach. Working on personal, team and board development he retains an active interest in academic research, education and the development of people. Darren has regularly published work related to leadership development and coaching.



Eilis Parker

Coming from a background as a Chartered Physiotherapist and having been the first non-medical Clinical Director at UCLH, Eilis made the transition to General Management and held posts at UCLH and Chelsea and Westminster Hospital and NWL Strategic Health Authority. She joined NHS Elect in 2004 and has been qualified as a coach since 2012 and enjoys the opportunity to work with individuals and teams to help them improve their performance. She is a qualified MBTI and Strengthscope Practitioner. Eilis also lead the Personal Development Faculty at NHS Elect.



Linda Keenan

Linda has considerable organisation and leadership development experience gained in the health, charity, and housing sectors. Prior to joining NHS Elect, Linda ran her own organisation development consultancy for 12 years, working predominantly in the charity sector with organizations such as Medecins Sans Frontieres and the British Heart Foundation. Linda has an MSc in Organisation Development and is an accredited advanced action learning facilitator (ILM).



Robin Davis

Having worked in various senior NHS management roles, Robin combines a realistic outlook with the latest change management thinking to achieve results. He has a good understanding of the competing demands of operational health care management and the challenge of meaningfully engaging clinicians in projects. He is an accomplished facilitator and enjoys the challenge of working with clinical teams to bring about improvements for patients. Graduated from the NHS management training scheme in 2002, and he has an MSc in Health Care Policy and Management.



Simon Griffiths

Simon has worked as a quality improvement coach supporting sites on the national acute frailty, specialised frailty and ambulatory emergency / same day emergency care networks. He is a trained coach and mentor and has worked for 20 years at Board level in commissioning and acute, community and primary care provider organisations in the NHS. Simon is an experienced chair, having roles in both the charitable and education sectors.



Deborah Thompson

Deborah Thompson MSC, Dip HE, RGN is a Director at NHS Elect Director covering Urgent Care Delivery Networks. This involves leading the design and delivery of two large-scale improvement programmes across the UK; The Ambulatory Emergency Care Network and Acute Frailty Network. In addition, she also designs bespoke programme support and expertise to frontline teams to improve emergency care. Deborah has 37 years' experience as a clinician and manager in NHS acute services.



Lisa Godfrey

Lisa has 30 years' experience in the NHS, and is an experienced leader of transformational change and improvement. Prior to joining NHS Elect as a Programme Director in 2013, Lisa held a variety of executive director roles in acute Trusts and the charitable sector; including the Directorships for Strategy and Service Transformation, and Campaign Director for Patient Experience. Lisa, who is a nurse by background, has led a number of significant projects including service reconfiguration and major capital builds, cultural change programmes and within the charitable sector set up a UK pipeline for system redesign projects. Lisa uses a combination of service improvement and programme management approaches with social movement techniques.

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