

2020-21

Members' Programme

Details of the support available to members



About NHS Elect

Hosted by Imperial College Healthcare NHS Trust, NHS Elect is a national members' network organisation. We are part of the NHS and have been providing NHS organisations with high-quality support and training since 2002.

We work regularly with NHS England and NHS Improvement, social care and local government, and other national bodies. This gives us an in-depth understanding of emerging healthcare policy and best practice from across the UK, which we use to support our work with members.

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Our team

Our team has extensive senior management experience within the NHS, including past board level appointments, operational management know-how, and senior clinical experience. The core team is supported by a group of highly-skilled associates who provide specialist expertise as required. You can find biographies of all our team members on our [website](#).

Our return on investment guarantee

Delivering a clear return on investment is extremely important to us; it means the organisations we serve are receiving value for money, which in turn means they continue to use our services year after year. Any surplus we make goes back to the services we provide for our NHS members.

We operate an account management system to ensure every member accesses the full range of services, and the team reviews each account every month to make sure all our members are continuously benefiting from the services we provide.

Our members

We have more than 60 members across England and work with a range of acute, community and mental health trusts, as well as CCGs and Integrated Care Systems (ICSs). We intend to maintain our membership at this level to ensure we continue to provide a high-quality service for every member.

We are also instrumental in national improvement programmes that benefit multiple additional organisations:

- Acute Frailty Network (AFN)
- Surgical Ambulatory Emergency Care Network (SAEC)
- Ambulatory Emergency Care (AEC) Accelerator Programme

See page 15 for a full list of our members.

Member Benefits

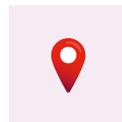
Our membership is very flexible and the exact benefits our members enjoy depend on how the membership is applied.

Our membership package includes:



Specialist consultancy

Support from our team of specialist consultants, be that day-to-day advice or structured support for a project.



On-site training

A range of bespoke, on-site training sessions tailored to the needs of the organisation and its leaders.



Invitations to courses

Invitations to a wide range of courses, seminars and other training opportunities.



Access to shared resources

Access to a large library of useful resources, including presentations, guides and templates.



Networking opportunities

Numerous opportunities to network with NHS colleagues and share best practice and ideas.



Marketing materials

Creation of high-quality marketing materials to supplement existing resources.



1:1 executive coaching

One-to-one coaching for those aspiring to, or already in executive roles.



Account management

Dedicated account management to ensure membership benefits are maximised.

Benefits include:

- ✓ Reduced service costs through increased efficiency
- ✓ Enhanced performance against targets via service improvement
- ✓ Improved feedback from patients as a result of customer care training
- ✓ Improved recruitment and retention of leaders through development and enhanced talent management
- ✓ Reduced staff costs by supplementing existing teams in vital areas
- ✓ More successful responses to tenders and other enhanced internal processes
- ✓ More effective and skilled teams and leaders following organisational and personal development
- ✓ Increased engagement with stakeholders through content-rich media

Become a Member

If you would like to become a member, please contact:

Caroline Dove, CEO

T: 07766 072 353

E: caroline.dove1@nhs.net

Please note: our membership package is 'organisational', which means anyone from across the organisation can utilise our services if approved by the membership budget holder.

Our Services at a Glance

Services for Members	Business and System Development	Coaching	Customer Care	Marketing, Branding and Communications	Organisational Development	Quality Improvement and Measurement
<p>In-house Workshops Members can choose a number of in-house sessions from a wide variety of options</p>	<ul style="list-style-type: none"> Writing effective business cases Influencing and negotiating Project management Responding to tenders 	<ul style="list-style-type: none"> Coaching skills 	<ul style="list-style-type: none"> Train-the-trainer & customer care for patient facing staff Customer care for corporate staff (1/2 day) Customer care for patient facing admin staff Goldfish Bowl 	<ul style="list-style-type: none"> Stepping stones to marketing NHS services Social media for patient engagement Social media for recruitment Branding NHS services Promoting services Stakeholder engagement Smartphone video production 	<ul style="list-style-type: none"> Leadership fundamentals Understanding your leadership style through MBTI Conflict & difficult conversations Maximizing team effectiveness Resilience Creativity 	<ul style="list-style-type: none"> Demand & capacity RTT training Facilitation skills Human factors Measurement for improvement QI fundamentals (1 day) QI practitioners (5 day) QI leaders development QI leaders network Patient & public involvement in QI
<p>Bespoke Consultancy Members can choose from a large range of potential projects</p>	<ul style="list-style-type: none"> Co-writing tender responses Board development for strategy Merger and acquisition advice Private patient strategy development (with Marketing Team as a two-phase approach) 	<ul style="list-style-type: none"> Team coaching One-to-one coaching 	<ul style="list-style-type: none"> Creating stakeholder & patient engagement plans & strategies Best practice review & research Supporting Director of Nursing with patient experience presentations & in-house programmes Delivery of Experience Based Design & other hands-on patient engagement activity 	<ul style="list-style-type: none"> Marketing & communication section in bids Corporate identity development & branding guidelines Creating marketing & communication plans & strategies Website audit & development Hands-on marketing of services e.g. maternity or private patient Social media audit Review of internal communication Delivery of campaigns (e.g flu and recruitment) 	<ul style="list-style-type: none"> Facilitating groups for sessions such as team building, business planning, strategy development & organisational change Culture analysis & change Helping leaders build more resilient workplaces OD capacity building Co-designing leadership programmes that align with organisational aims Train-the-trainer work on resilience & conflict Mediation Action Learning Set facilitation 	<ul style="list-style-type: none"> Theatre review Integrated care improvement programme with benchmarking Clinical strategy support New models of care support Outpatients and diagnostic redesign
<p>Marketing and Communication Material Members can choose from a number of possible options</p>				<ul style="list-style-type: none"> Video production Microsite production Creation of posters, leaflets, infographics & other digital content Photography Online surveys Social media adverts Talking head videos & motion graphic production 		
<p>Coaching Support</p>	Members can receive coaching for up to three people in their organisation.					
<p>Events and Courses</p>	Members can get a place at around 60 events, courses and webinars.					
<p>Access to Resources</p>	Members have access to a wide range of resources, including workbooks, presentations, templates and more.					
<p>Discount on National Programmes</p>	Members get a 10% discount on the national programmes that we facilitate, including Acute Frailty Network and Surgical Ambulatory Emergency Care Network.					
<p>Access to Additional Services</p>	Members benefit from special rates for services that fall outside of our standard membership package. A marketing and communications-only membership is also available. Find out more.					

Examples of Membership Usage

Each member uses our services slightly differently, and we will work with you to create a bespoke package of support that meets your specific needs. Three examples of popular ways to work with us are shown below. Your account manager will work with you to develop yours shortly after you join, and we will update this every year to ensure you are getting the most from your membership.

	Potential Focus of the Member		
NHS Elect Workstreams	Example 1: Developing Leaders	Example 2: Improving Quality of Services	Example 3: Enhancing Communication
Business and System Development	Business Skills for Aspiring Managers 4 x workshops on various elements of business planning (for 15-20)		Business Skills for Aspiring Managers 4 x workshops on various elements of business planning (for 15-20)
Coaching	Individual Coaching 4 x coaching sessions for 3 x leaders	Individual Coaching 4 x coaching sessions for 2 x service improvement managers	
Marketing, Communication and Branding	Development of Internal OD Brand Creation of impactful brand and production of templates	Creation of New Service Website Production of 10-page website including copywriting	Development of Trust Communication Strategy Including focus groups with staff and external stakeholder analysis
Patient Experience		Patient Experience Programme 3 x on-site sessions (for 12-18)	Patient Experience Programme and Train-the-trainer 4 x on-site sessions (for 12-18) 1 x train-the-trainer (for 3-15)
Organisational Development	Leadership Development Programme 6 x on-site sessions on a range of topics (for 12-15)		Leadership Workshops 4 x on-site sessions on a range of topics (for 12-15) 1 x team-building event
Quality Improvement and Measurement	New Models of Care 3 x workshops sharing experience, tools and techniques (for 15-20)	Quality Improvement Training Programme 2 x 5 module programme (for 12-18)	
Training, Resources and Discounts	<p>Access to around 60 events and webinars</p> <p>Access to a range of resources via the NHS Elect website</p> <p>10% discount on joining fee for national improvement networks</p> <p>Special rates for services that fall outside of our standard membership package</p>		

Our Virtual Offer

In addition to our core offer, members can now access a range of virtual training, development and support.

8 ways we are supporting our members virtually

1

Webinars and workshops

In response to the Covid-19 outbreak, we have added a large number of extra webinars and replaced some of our central events with virtual workshops. Please see the [events section of our website](#) for further details.

2

In-house virtual workshops

For the duration of the Covid-19 outbreak and beyond, we are happy to replace our standard in-house workshops with a virtual equivalent. To access these please speak to your account manager or email admin@nhselect.org.uk.

3

Online programmes

We have created a series of modular programmes that will be delivered via weekly webinars. Please see the [events section of our website](#) for upcoming programmes.

4

Virtual coaching

Coaching, including 'speed' and 'top-up' coaching is now available via phone and video calls. Please email eilisparker@nhs.net if you are interested in accessing this.

5

Virtual networks

We have launched an Organisational Development Network and a Quality Improvement Network to provide additional support for members. Please email j.timpson@nhs.net to join the OD Network or robin.davis3@nhs.net to join the OD Network.

6

MBTI analysis

We are offering members the chance to complete an on-line MBTI questionnaire and follow up with a one-to-one virtual session to discuss the results. Please email eilisparker@nhs.net to find out more and start the process.

7

Online learning

Throughout the first quarter of the year we will be developing a range of online courses that will be accessible via Moodle. Please keep an eye on [our website](#) for further details.

8

Podcast

We will be turning our webinars into podcasts where possible to make it easier for more people to listen. Please keep an eye on [our website](#) for further details.

Bespoke virtual activity

We are also happy to support our members with bespoke virtual activities.

Please let us know if you have any ideas for how we can assist you further.

Please speak to your account manager in the first instance or email joe.blunden@nhs.net.

Business and System Development

Our goal is to create networks of understanding that encourage everyone to contribute and value the contribution of others, to create sustainable solutions to the challenges that we face. Our team has a track record of engaging with colleagues at all levels, and across organisations, to enhance self-learning, understanding and problem-solving approaches within the complex systems they work.

Areas of work

- **Strategy and System Thinking:** Helping you to change mindsets and approaches with strategic insight and system thinking. Creating networks of understanding, and why it is important to recognise that the world moves in circles, but we think in straight lines
- **Commercial Skills:** Developing a commercial strategy. Understanding the market environment and the organisation's position within it
- **Selling Your Ideas and Writing a Compelling Business Case:** Providing support to create effective proposals
- **Programme and Project Management:** Focussing on both the 'hard' and 'soft' skills of leading successful programmes and projects
- **Understanding the Modern NHS:** Supporting organisations to understand financial flows and the wider policy environment
- **Developing Accountable Care Organisations:** The latest insights and approaches to new models of service delivery
- **Merger and Acquisition Support:** Supporting members at every step of the process from board briefings to post-merger integration plans
- **Commissioning and Procuring Clinical Services:** Supporting commissioning organisations through pathway reviews, tender specification and market assessment
- **Responding to Tenders:** Significant commercial experience to assist members with responding effectively and convincingly to tenders

Benefits for members

The team can deliver a range of benefits for members including:

- ✓ More strategic and efficient internal processes
- ✓ Reduced staff costs by supplementing existing teams in vital areas
- ✓ More successful responses to tenders
- ✓ Greater adherence to best practice learned from national and international networks
- ✓ Successful achievement of FT status

"I really enjoyed the Project Management training session and learnt from it greatly. The facilitator was fun and informative and provided a good level of information to build upon. I would definitely recommend this course."

Lisa Rackley

Team Administrator (South)
CHIVSS Zachary Merton Hospital

Did you know?
Each member of our
Business Team has over
20 years of experience

Contact details

For further details on any of the above or to arrange a local work programme for your organisation please contact:

Gareth Corser
T: 020 3925 4851
E: gareth.corser1@nhs.net

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Coaching

The highly experienced Coaching Team delivers a growing array of evidence-based coaching interventions that are designed to develop more effective individuals and teams.

Areas of work

- **1:1 Coaching:** A series of sessions with an experienced coach to achieve greater confidence, increased job satisfaction and improved personal effectiveness
- **Team Coaching:** Group sessions with an experienced coach to develop and nurture higher performing teams, including the application of MBTI
- **Coaching Skills for Managers and Clinical Leaders:** Supporting individuals to develop coaching skills as part of their leadership style
- **Other Non-coaching Interventions:** Supporting individuals and organisations with facilitating other non-coaching interventions, such as mentoring

Benefits for members

Coaching has many benefits that help individuals move forward or create positive change in their careers or organisations. Interventions can include coaching focussed on:

- ✓ Greater self-awareness of motivations
- ✓ Improved personal effectiveness
- ✓ More effectiveness on specific projects
- ✓ Greater confidence in role
- ✓ Increased job satisfaction, engagement and well-being at work, sustained over time
- ✓ Stress reduction and greater resilience
- ✓ Relational conflict at work

"It was really helpful. I have already put some of the positive challenge into play with, so far, good effect!"

Caroline Elston

Clinical Director for Allergy, Respiratory, Critical Care, Anaesthetics and Pain Therapies, Clinical Academic Group, King's College Hospital NHS Foundation Trust

Did you know?

The team has coached more than 300 individuals and teams across the NHS

Contact details

For further details on any of the above or to arrange a local work programme for your organisation please contact:

Eilis Parker
T: 020 3925 4851
E: eilisparker@nhs.net



Customer Care and Patient Experience

With the NHS Long Term Plan, Francis Report and the Friends and Family Test, it is not surprising that this programme is popular with our members, and we have trained a wide range of staff across our participating sites including consultants, receptionists and non-patient facing staff.

Areas of work

- **Patient Experience Improvement Programmes:** Well-tested and loved programme for clinical and patient facing staff to improve the experience of patients
- **Patient Engagement Support:** Training and guidance to identify and deliver effective patient engagement initiatives
- **Internal Customer Improvement Programmes:** Sharing key learning and techniques so non-clinical staff can make a difference to the patient experience
- **Customer Surveys:** Using Survey Monkey and other tools to gain vital information from your customers
- **Experience Based Design (EBD) Support:** Providing access to a full suite of EBD tools, as well as on-site support to deliver EBD effectively
- **Goldfish Bowl Focus Group Facilitation:** Delivering a powerful patient listening forum to embed the patient voice in service development
- **Train-the-trainer Programmes:** Enabling trust staff to deliver our proven customer care programme so that more staff (and patients) can benefit

Did you know?

More than 3,500 NHS staff have taken part in our patient experience workshops

Benefits for members

The team can deliver a range of benefits for members including:

- ✓ Enhanced experiences for patients
- ✓ Improved feedback from patients
- ✓ More effective team-work within organisations
- ✓ Long-term sustainability through train-the-trainer programmes

“The session was unlike other communication skills sessions, where this was hands-on with practical advice and a realistic outlook with the patient as a customer. It highlighted patient-focus/empathetic engagement with the process and celebrated the soft-skills, which are sometimes taken for granted. Overall a brilliant session and I am glad I attended.”

Dr Poornima Pandey

Consultant Paediatrician,
Kettering General Hospital NHS Foundation Trust

Contact details

For further details on any of the above or to arrange a local work programme for your organisation please contact:

Sue Kong or Joe Blunden

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E: joe.blunden@nhs.net

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Marketing, Communications and Branding

NHS Elect is unique in that it is the only NHS organisation that provides strategic and operational marketing and communications support, ranging from writing plans and strategies to delivering microsite websites.

Areas of work

- **Branding:** Creating a new visual identity for a service or department and developing brand values
- **Content creation:** Producing a range of digital content to help bring your activity to life, including posters and infographics
- **Internal communication:** Reviewing internal communications through research and staff engagement and recommending improvements
- **Photography:** Delivering a day of photography to help build your photo library
- **Research:** Helping you find out what your staff and patients think and feel through online surveys and focus groups
- **Service promotion:** Planning and delivering campaigns and other activity to help you achieve your goals e.g. flu campaigns, recruitment support or promotion of maternity services
- **Social media:** Delivering training and practical support to help take your social media activity to the next level; from auditing your profiles, to managing social media advertising
- **Stakeholder engagement:** Providing training and hands on support to help you better engage with your stakeholders
- **Strategy and planning:** Co-creating marketing strategies and communication plans to help you maximise your resources
- **Videos and motion graphics:** Producing 'talking head' videos and motion graphics that are suitable for social media, as well as delivering 'how to' training
- **Websites:** Auditing existing websites and developing user-friendly microsites to improve your online presence

Benefits for members

The team can deliver a range of benefits for members including:

- ✓ Improved organisational reputation
- ✓ Reduced costs through the production of useful marketing materials
- ✓ Enhanced customer experience through website development
- ✓ Reduced staff costs by supplementing existing teams in vital areas

E-Learning

- **Online learning (from June 2020):** Members can access a range of modules via our online learning library, including: The Fundamentals of Marketing, Social Media for Beginners and Basic Video Production.
- **Webinars:** We deliver 10 webinars across the year on a wide range of topics, in addition to a one-day virtual conference on 30th April 2020.

Contact details

For further details on any of the above or to arrange a local work programme for your organisation please contact:

Sue Kong or Joe Blunden

T: 020 3925 4851

E: sue.kong@nhs.net

E: joe.blunden@nhs.net

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Organisational Development

The team combines rigorous training in OD with extensive experience of the NHS and beyond. Our work focuses on maximising the potential of staff to inform and deliver organisational priorities.

Examples of our work

- **Leadership Programmes:** Equipping staff with knowledge, skills and insights required to lead successful services. We support leadership development at every level of the service and on a scale from individual teams to the entire leadership communities of large teaching trusts
- **Resilience and Flourishing:** Working with individuals and organisations to improve their resilience and sustainability
- **Facilitation and Team Building:** In the last year we have facilitated groups in sizes from 6 to 200
- **OD Capacity Building:** Working alongside in-house teams to enhance the range of OD work they can undertake
- **Cultural Analysis and Change:** Making sense of local culture, testing its match against organisational priorities, clarifying what can be done to get the most from what is there and how to change when necessary
- **Organisational Development Strategies:** Developing meaningful and deliverable strategies
- **Conflict Management and Mediation:** We can build the capacity for conflict resolution in your organisation or take on specific mediation cases
- **Events for OD and Change Practitioners:** This year we have hosted sessions on creativity and systems. Upcoming events include work on the application of sports psychology in coaching

Benefits for members

The team can deliver a range of benefits for members including:

- ✓ More engaged and effective leaders throughout the organisation
- ✓ Greater staff resilience
- ✓ Higher levels of staff engagement with strategic objectives and change priorities
- ✓ Reduced cost of using ad hoc trainers and facilitators to deliver OD, learning and development support

“Thanks for the Psychological Resilience course yesterday. I can honestly say it’s one of the most useful courses I have been on in the whole time I have been with the NHS. Helpful for myself and so many tips that I can see could influence the resilience of those around me. Everyone should do this course!”

Hannah Sparkes

Practice Development Sister, Paediatric Critical Care Oxford University Hospitals NHS Foundation Trust

Contact details

For further details on any of the above or to arrange a local work programme for your organisation please contact:

Jim Timpson or Eilis Parker

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Quality Improvement and Measurement

The team utilise a wide range of improvement tools and techniques as well as their extensive experience to help you improve the quality of your services and in turn, patient experience. Our team works with individuals, departments, organisations and health systems.

Areas of work

- **Capacity and Demand Training and Support:** Applying proven principles to enable you to reduce waits and delays in your elective, diagnostic and emergency services
- **Clinical and Administrative Process/ Pathway Redesign:** Map and understand current processes, identify waste and opportunities for releasing time and resources to deliver improvement
- **Measurement for Improvement:** Applying a 7-step process to get the right data, measure the right things and to demonstrate impact and change
- **Quality Improvement:** A range of offers from a half-day taster session, training for QI coaches or 5-day collaborative on-site programmes covering a detailed range of improvement and measurement tools applied by your team to contemporary projects and challenges they face
- **QI Leaders Network:** An emergent network that meets throughout the year. A chance for experienced QI practitioners to meet and explore approaches and strategies to develop and embed QI approaches day-to-day in a live NHS environment
- **Elective Care (RTT and Cancer):** Events that provide tools to diagnose your pathway challenges and give you practical strategies for reducing queues and waiting times. As well as an in-house training offer, we can deliver train-the-trainer sessions
- **Patient and Public Involvement in QI:** Workshops that explain how to involve service users in quality improvement projects and gain high-quality feedback to enhance services

Benefits for members

The team can deliver a range of benefits for members including:

- ✓ Reduced service costs through increased efficiency
- ✓ Enhanced performance against targets via service improvement
- ✓ Improved patient feedback through improved quality of services
- ✓ More effective and skilled staff and teams

“NHS Elect has been instrumental in helping to build QI capability within the Trust. We have worked in partnership to develop a six-month QI practitioner programme that has been highly informative, interactive and fun, providing a mixture of theory and practical activities to support our staff with their QI projects.”

Yvonne McWean

Associate Director Quality Improvement
Hampshire Hospitals NHS Foundation Trust

Contact Details

For further details on any of the above or to arrange a local work programme for your organisation please contact:

**Robin Davis, Nicola Chandler,
Darren Leech or Lisa Godfrey**
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Events Calendar 2019-20

We deliver around 50 events and 25 webinars across the year, in addition to hundreds of on-site training sessions. We cover a range of important topics and include guest speakers from across the UK.

	Business of Healthcare	Service Improvement	Organisational Development	Marketing	Webinars
April 2020	<ul style="list-style-type: none"> Business Cases Negotiation and Influencing Skills 		<ul style="list-style-type: none"> Building Personal Resilience 		<ul style="list-style-type: none"> Facilitation Skills Creating videos on your smartphone NHS Elect Marketing, Communications and Patient Experience Virtual Conference
May 2020	<ul style="list-style-type: none"> Project Management (Birmingham) Report Writing 		<ul style="list-style-type: none"> Coaching Skills for Managers 	<ul style="list-style-type: none"> Branding and Reputation Management Masterclass 	<ul style="list-style-type: none"> Leading Change Psychological Safety in Teams
June 2020	<ul style="list-style-type: none"> Conflict Resolution 	<ul style="list-style-type: none"> An Introduction to Flow, Demand and Capacity QI Network Event QI Leaders Event One 	<ul style="list-style-type: none"> Leadership & Management Fundamentals The NHS Pension Event 		<ul style="list-style-type: none"> Measurement for Improvement Communications for Quality Improvement
July 2020	<ul style="list-style-type: none"> Project Management Negotiation and Influencing Skills (Birmingham) Business Cases 			<ul style="list-style-type: none"> Digital Marketing and the Art of Social Media 	<ul style="list-style-type: none"> Creating GIF's for your campaign Compassionate Leadership Model for Improvement and PDSA
August 2020					
September 2020	<ul style="list-style-type: none"> Report Writing 	<ul style="list-style-type: none"> Measurement for Improvement QI Leaders Event Two 	<ul style="list-style-type: none"> Coaching Skills for Managers Building Personal Resilience 	<ul style="list-style-type: none"> Stepping Stones to Marketing in the NHS 	<ul style="list-style-type: none"> Facilitation Skills Action Learning
October 2020	<ul style="list-style-type: none"> Project Management Conflict Resolution 	<ul style="list-style-type: none"> Leading Change Introduction to Flow, Demand and Capacity 			<ul style="list-style-type: none"> Running a Process Mapping event Using Hootsuite and other scheduling tools for your social media
November 2020		<ul style="list-style-type: none"> QI Leaders Event Three 	<ul style="list-style-type: none"> Facilitation Skills Leadership and Management Fundamentals (Birmingham) Coaching Skills for Managers 		<ul style="list-style-type: none"> Digital Branding and Content Creation Involving Patients and Service Users
December 2020	<ul style="list-style-type: none"> Negotiation and Influencing Skills Project Management 	<ul style="list-style-type: none"> Introduction to Flow, Demand and Capacity 		<ul style="list-style-type: none"> Delivering Great Patient Experience and Customer Care Masterclass 	<ul style="list-style-type: none"> Flow Building Personal Resilience
January 2021	<ul style="list-style-type: none"> Report Writing Business Cases 	<ul style="list-style-type: none"> Measurement for Improvement QI Network Event 	<ul style="list-style-type: none"> Building Personal Resilience 		<ul style="list-style-type: none"> Sustainability How to send effective emails
February 2021	<ul style="list-style-type: none"> Systems Conflict Resolution 		<ul style="list-style-type: none"> Leadership and Management Fundamentals Facilitation Skills (Birmingham) 		<ul style="list-style-type: none"> Difficult Conversations Instagram for the NHS Complexity and Change
March 2021	<ul style="list-style-type: none"> Project Management 	<ul style="list-style-type: none"> Introduction to Flow, Demand and Capacity 	<ul style="list-style-type: none"> Leading Change Coaching Skills for Managers 		<ul style="list-style-type: none"> Stepping Stones to Marketing NHS services Creating a personal brand on Twitter Driver diagrams

Book Your Place

Spaces are available to all our members, but numbers are limited so please book in advance.

You can do so by calling the Events Team on **020 3925 4851** or emailing nhselectevents@nhselect.org.uk

Extended Offer for Members: National Programmes

In addition to delivering our standard membership offer, we also provide large scale national improvement programmes:

- Acute Frailty Network (AFN)
- Surgical Ambulatory Emergency Care Network (SAEC)

Each of our programmes runs for 12 months and participating trusts are supported in a number of ways.

The structure for this support is similar across the two networks and includes:

- ✓ 3 national events
- ✓ Topic-specific workshops, masterclasses and webinars
- ✓ Site visits
- ✓ 1-1 coaching provided by a QI coach
- ✓ Expertise on measurement
- ✓ A return on investment calculator
- ✓ Measuring patient experience and using experience based design

Please note: Membership of each of these networks is charged separately, and members of NHS Elect benefit from a 10% discount.

Acute Frailty Network (AFN)

The Acute Frailty Network is a 12-month improvement programme designed as a professional network to support participating sites to rapidly adopt best practice to improve emergency services for frail older people.

Delivery of the programme

The programme is delivered by an experienced team of clinicians, operational managers and improvement leaders and is made up of national collaborative events workshops, site visits, webinars and on-site individual support for participating teams.

So far across the life of the programme we have supported over 70 acute hospitals and can evidence the impact of the improvements they have made. The programme is fully supported by NHS England and NHS Improvement, working with partners from ADASS, SAM, Age UK, the British Geriatrics Society, the Royal College of Nursing and the Royal College of Physicians.

www.acutefrailtynetwork.org.uk

If you are interested in joining the next cohort please email frailty@nhselect.org.uk

Surgical Ambulatory Emergency Care Network (SAEC)

A number of pioneering trusts in the AEC Network have taken ambulatory emergency care a step further and created surgical AEC services.

Taking AEC a step further

Due to the continued interest in this area we felt that the next logical step to support trusts was to establish a Surgical Ambulatory Emergency Care Network (SAEC).

The first cohort of Surgical AEC launched in March 2017 and was oversubscribed. We have since launched cohort five in September 2019, and we are recruiting for cohort six.

www.ambulatoryemergencycare.org.uk

Did you know?
There are 15+ events throughout the programmes

If you are interested in joining the next cohort please email aec@nhselect.org.uk

AEC Accelerator Programme

Great strides have been made in same-day emergency care across the NHS in recent years and the Ambulatory Emergency Care Network has played an important part in supporting organisations to achieve sustainable changes within their systems.

The Network has worked with a large number of healthcare teams across England and Wales, supporting them to rapidly set up or expand ambulatory emergency care with great results.

Maximizing same day emergency care

As a network, we have recently had requests to further support teams who would like to maximise their AEC services. We have designed a programme that will enable participants to make an objective assessment of their AEC service model and provide insight into the potential for AEC in their organisation. This is a six-month programme of intensive support working specifically with sites to improve the number of emergency patients treated same day.

The support includes:

- ✓ Support from a QI coach
- ✓ Detailed diagnosis based on data analysis
- ✓ Workshops delivered on site to support teams to improve operational processes
- ✓ Support to improve the patient experience
- ✓ Measurement expertise

Participants will demonstrate an increase in AEC activity by the end of the programme and be able to correlate this with impact data.

www.ambulatoryemergencycare.org.uk

Did you know?
**We have worked with over
 120 teams across the UK**

If you are interested in joining the next cohort please email aec@nhselect.org.uk

AFN Optimiser Programme

The AFN Optimiser is a six-month intensive programme, focused on working with operational teams to make rapid improvements to existing frailty services to improve their quality and value reducing the number of days older people spend in a hospital bed. The programme is site specific so can start at any time of the year, based on your readiness to participate.

Aimed at organisations that have previously participated in the Acute Frailty Network, the AFN Optimiser enables systems to make an objective assessment of their current frailty service model, case mix and performance against potential, and use this to plan targeted improvements that get results.

The support includes:

- ✓ Support from a QI coach
- ✓ Detailed diagnosis based on data analysis
- ✓ Workshops delivered on site to support teams improve operational processes
- ✓ Support teams to improve the patient experience
- ✓ Measurement expertise

www.acutefrailtynetwork.org.uk

If you are interested in joining the next cohort please email frailty@nhselect.org.uk

Bespoke programmes

NHS Elect has also worked with national organisations and groups of members to design bespoke collaborative improvement programmes on cancer, neurology and urgent care.

For more information please contact:

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Current Members

Avon and Wiltshire Mental Health Partnership NHS Trust	NHS Executive Group (London)
Barking, Havering and Redbridge University Hospitals NHS Trust	NHS England Midlands and East (Central Midlands)
Barnet, Enfield and Haringey Mental Health NHS Trust	NHS England South (South East)
Bedford Hospital NHS Trust	NHS Health Education England London
Camden and Islington NHS Foundation Trust	NHS Intensive Support Team
Central London Community Healthcare NHS Trust	NHS North East London Commissioning Alliance
Chelsea and Westminster Hospital NHS Foundation Trust	NHS North West Surrey CCG
Croydon Health Services NHS Trust	NHS South West London CCG
Dartford and Gravesham NHS Trust	North Bristol NHS Trust
Derbyshire Community Health Services NHS Foundation Trust	North Kent CCG
Dorset County Hospital NHS Foundation Trust	North Middlesex University Hospital NHS Trust
Dorset HealthCare University NHS Foundation Trust	Northampton General Hospital NHS Trust
East Kent Hospitals University NHS Foundation Trust	Oxford Health NHS Foundation Trust
East Kent Joint Committee of Clinical Commissioning Groups	Oxford University Hospitals NHS Foundation Trust
East Midlands Leadership Academy	Princess Alexandra Hospital NHS Trust
Frimley Health NHS Foundation Trust	Portsmouth Hospitals NHS Trust
George Eliot Hospital NHS Trust	Queen Victoria Hospital NHS Foundation Trust
Gloucestershire Hospitals NHS Foundation Trust	Royal Free London NHS Foundation Trust
Great Western Hospitals NHS Foundation Trust	Sherwood Forest Hospitals NHS Foundation Trust
Guy's and St Thomas' NHS Foundation Trust	Solent NHS Trust
Hampshire Hospitals NHS Foundation Trust	South Central Ambulance Service NHS Foundation Trust
Hertfordshire Community NHS Trust	Sussex Community NHS Foundation Trust
Homerton University Hospital NHS Foundation Trust	University Hospitals Birmingham NHS Foundation Trust
Imperial College Healthcare NHS Trust	University Hospitals Coventry and Warwickshire NHS Trust
Isle of Wight NHS Trust	University Hospitals of Derby and Burton NHS Foundation Trust
Kettering General Hospital NHS Foundation Trust	Walsall Healthcare NHS Trust
King's College Hospital NHS Foundation Trust	West Hertfordshire Hospitals NHS Trust
Lewisham and Greenwich NHS Trust	West London Mental Health NHS Trust
London Ambulance Service NHS Trust	West Suffolk NHS Foundation Trust
London North West University Healthcare NHS Trust	Western Sussex Hospitals NHS Foundation Trust
Maidstone and Tunbridge Wells NHS Trust	Whittington Health NHS Trust
Medway NHS Foundation Trust	York Teaching Hospital NHS Foundation Trust
Milton Keynes University Hospital NHS Foundation Trust	
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