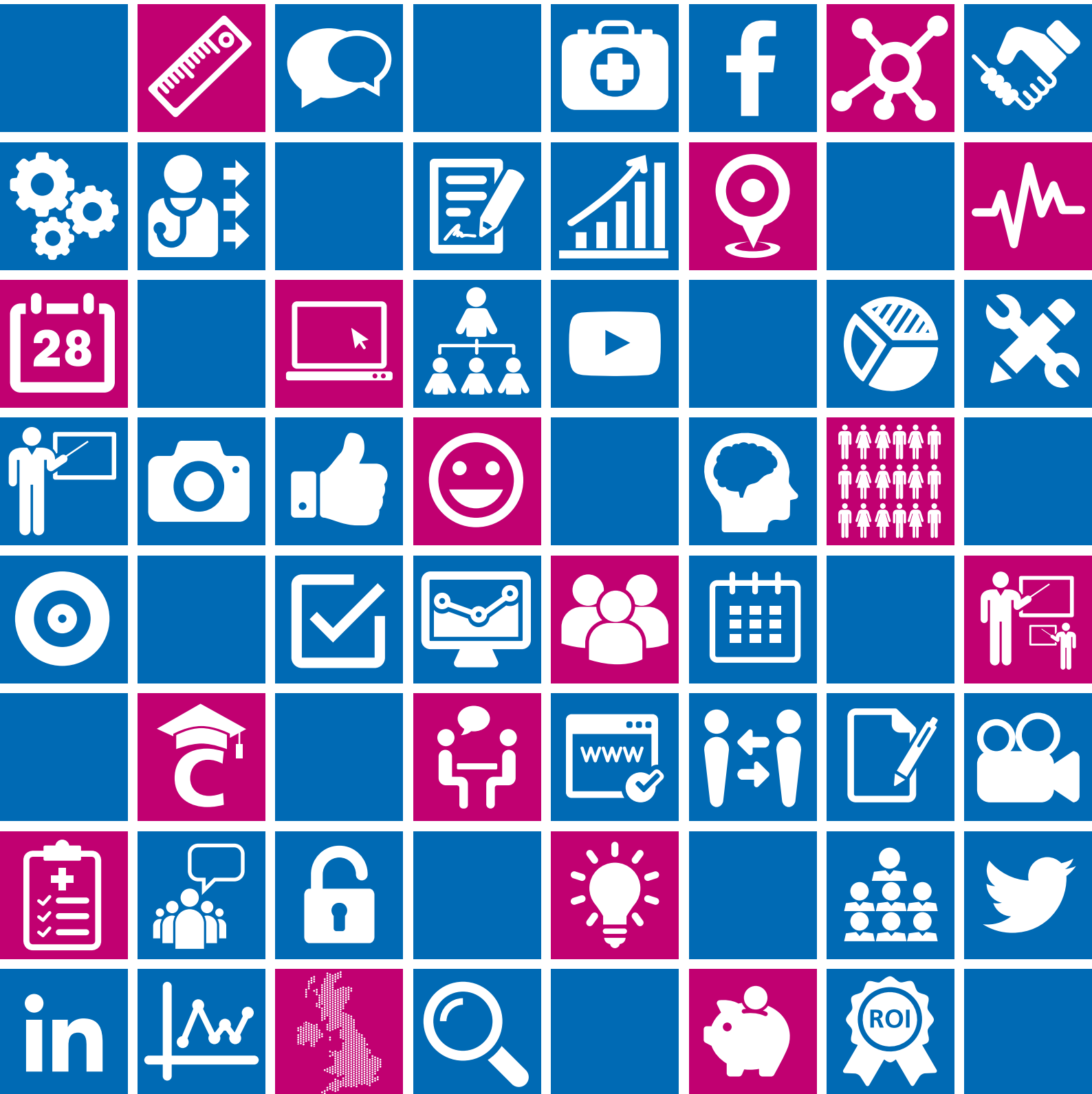


**2018-19**

# Members' Programme

Details of the support available to members



# Contents

## About NHS Elect

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 are hosted by Imperial College Healthcare NHS Trust.

We work regularly with NHS England, the Department of Health, NHS Improvement 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.



### Our Team

Each member of 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.

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 a number of CCGs. We intend to maintain our membership at this level to ensure we continue to provide a high-quality service for each and every member.

We are also instrumental in three national improvement programmes that benefit a large number of additional organisations:

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

*For a full list of our members see the inside back cover.*

# Benefits for Members

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

## Our Membership Package

Our membership package includes all of the following:



### On-site Training

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



### Specialist Consultancy

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



### Access to Shared Resources

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



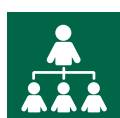
### Invitations to Courses and Seminars

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



### Production of Marketing Materials

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



### Networking Opportunities

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



### Account Management

Dedicated account management to ensure membership benefits are maximised.

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

## Some of the most common benefits that are experienced 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
- ✓ Increased referrals from GPs following more strategic marketing and communications
- ✓ 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 following organisational and personal development
- ✓ Improved recruitment and retention of leaders through development and enhanced talent management

## Become a Member

If you are not yet a member but would like to become one, please contact:

**Caroline Dove, CEO**

**T: 07766 072 353**

**E: [caroline@nhselect.org.uk](mailto:caroline@nhselect.org.uk)**

Membership is offered on a 'fixed-fee' basis, with annual membership costing £27k per organisation. We are a non-profit organisation and this fee is to cover our operating costs, which are kept to a minimum.

# Our Services at a Glance

Services for Members	Business of Healthcare	Coaching	Customer Care	Marketing, Branding and Communications	Organisational Development	Quality Improvement and Measurement
<p><b>In-house Workshops</b> Members can choose a number of in-house sessions from a wide variety of options</p>	<ul style="list-style-type: none"> <li>• Writing effective business cases</li> <li>• Influencing and negotiating</li> <li>• Project management</li> <li>• Introduction to NHS finance</li> <li>• Responding to tenders</li> <li>• Procuring clinical services</li> <li>• Report writing</li> </ul>	<ul style="list-style-type: none"> <li>• Coaching skills</li> </ul>	<ul style="list-style-type: none"> <li>• Train-the-trainer</li> <li>• Improving patient experience and customer care for patient facing staff</li> <li>• Customer care for corporate staff (1/2 day)</li> <li>• Customer care for patient facing admin staff</li> <li>• Goldfish Bowl</li> </ul>	<ul style="list-style-type: none"> <li>• Stepping stones to marketing NHS services</li> <li>• Social media for patient engagement</li> <li>• Social media for recruitment</li> <li>• Branding NHS services</li> <li>• Engaging with GPs</li> <li>• Promoting services</li> <li>• Stakeholder engagement</li> <li>• Patient and public engagement</li> </ul>	<ul style="list-style-type: none"> <li>• Leadership fundamentals</li> <li>• Understanding your leadership style through MBTI</li> <li>• Conflict and difficult conversations</li> <li>• Maximising team effectiveness</li> <li>• Resilience</li> <li>• Creativity</li> </ul>	<ul style="list-style-type: none"> <li>• Process mapping</li> <li>• Demand and capacity</li> <li>• RTT training</li> <li>• Facilitation skills</li> <li>• Human factors</li> <li>• Lean techniques</li> <li>• Measurement for improvement</li> </ul>
<p><b>Bespoke Consultancy</b> Members can choose from a large range of potential projects</p>	<ul style="list-style-type: none"> <li>• Co-writing tender responses</li> <li>• Board development for strategy</li> <li>• Merger and acquisition advice</li> <li>• Private patient strategy development (with Marketing Team as a two-phase approach)</li> </ul>	<ul style="list-style-type: none"> <li>• Team coaching</li> </ul>	<ul style="list-style-type: none"> <li>• Creating stakeholder and patient engagement plans and strategies</li> <li>• Best practice review and research</li> <li>• Supporting Director of Nursing with patient experience presentations and in-house programmes</li> <li>• Stakeholder audit</li> <li>• Delivery of Experience Based Design and other hands-on patient engagement activity</li> </ul>	<ul style="list-style-type: none"> <li>• Marketing and communication section in bids</li> <li>• Corporate identity development and brand guidelines</li> <li>• Creating marketing and communication plans and strategies</li> <li>• GP engagement dashboard for performance management</li> <li>• Website audit and development</li> <li>• Hands-on marketing of services e.g. maternity or private patient</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitating groups for sessions such as team building, business planning, strategy development and organisational change</li> <li>• Culture analysis and change</li> <li>• Helping leaders build more resilient workplaces</li> <li>• OD capacity building</li> <li>• Co-designing leadership programmes that align with organisational aims</li> <li>• Train-the-trainer work on resilience and conflict</li> <li>• Mediation</li> <li>• Action Learning Set facilitation</li> </ul>	<ul style="list-style-type: none"> <li>• Theatre review</li> <li>• Integrated care improvement programme with benchmarking</li> <li>• Clinical strategy support</li> <li>• New models of care support</li> <li>• Outpatients and diagnostic redesign</li> </ul>
<p><b>Marketing and Communication Material</b> Members can choose from a number of possible options</p>				<ul style="list-style-type: none"> <li>• Video production</li> <li>• Microsite production</li> <li>• Creation of posters, leaflets, infographics and other digital content</li> <li>• Photography</li> <li>• Online surveys</li> <li>• Social media adverts</li> </ul>		
<b>Coaching Support</b>	Members can receive coaching for up to three people in their organisation.					
<b>Events and Courses</b>	Members get a place at more than 70 events, courses and webinars.					
<b>Access to Resources</b>	Members have access to a wide range of resources, including workbooks, presentations, templates and more.					
<b>Discount on National Programmes</b>	Members get a 10% discount on the national programmes that we facilitate, including Acute Frailty Network, Ambulatory Emergency Care Network and Surgical Ambulatory Emergency Care Network.					
<b>Access to Additional Services</b>	Members benefit from special rates for services that fall outside of our standard membership package.					

## 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 packages 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 of Healthcare	<b>Business Skills for Aspiring Managers</b> 4 x workshops on various elements of business planning (for 15-20)		<b>Business Skills for Aspiring Managers</b> 4 x workshops on various elements of business planning (for 15-20)
Coaching	<b>Individual Coaching</b> 4 x coaching sessions for 3 x leaders	<b>Individual Coaching</b> 4 x coaching sessions for 2 x service improvement managers	
Marketing, Communication and Branding	<b>Development of Internal OD Brand</b> Creation of impactful brand and production of templates	<b>Creation of New Service Website</b> Production of 10-page website including copywriting	<b>Development of Trust Communication Strategy</b> Including focus groups with staff and external stakeholder analysis  <b>Production of Trust Promotional Video</b> Full production of 3-minute film
Patient Experience		<b>Patient Experience Programme</b> 3 x on-site sessions (for 12-18)	<b>Patient Experience Programme and Train-the-trainer</b> 4 x on-site sessions (for 12-18) 1 x train-the-trainer (for 3-5)
Organisational Development	<b>Leadership Development Programme</b> 6 x on-site sessions on a range of topics (for 12-15)		<b>Leadership Workshops</b> 4 x on-site sessions on a range of topics (for 12-15) 1 x team-building event
Quality Improvement and Measurement	<b>New Models of Care</b> 3 x workshops sharing experience, tools and techniques (for 15-20)	<b>Quality Improvement Training Programme</b> 2 x 5 module programme (for 12-18)	
Training, Resources and Discounts	<p>Access to over <b>70 training events and webinars</b></p> <p>Access to a <b>range of resources</b> via the NHS Elect website</p> <p><b>10% discount</b> on joining fee for national improvement networks</p> <p><b>Special rates</b> for services that fall outside of our standard membership package</p>		

**HOW WE WORK** Key used on our service detail description pages:



Specialist Consultancy



Shared Resources



Train-the-trainer



On-site Training



Courses and Seminars



1:1 Development

## Business of Healthcare

Our goal is to create networks of understanding that encourage everyone to contribute to, 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 their self-learning, understanding and problem-solving approaches within the complex systems they work.

### Areas of Work

The services that are delivered by the team generally fall into nine key areas:

- **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:** NHS Financial Flows and Policy. 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

*Additional bespoke support is also available to meet the needs of our members.*



Click here

### 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



Each member of the Business of Healthcare Team has over 20 years of experience

*"On behalf of all participants can I please pass on our thanks for a very interesting and useful event ."*

**Rupert Williamson**

Strategic Development Manager

East Kent Hospitals University 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:

**Gareth Corser or Paul Thomas**

**T: 020 7520 9088**

**E: [gareth@nhselect.org.uk](mailto:gareth@nhselect.org.uk)**

**E: [paul@nhselect.org.uk](mailto:paul@nhselect.org.uk)**

# 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

The services that are delivered by the faculty generally fall into four key areas:

- **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

*Additional bespoke support is also available to meet the needs of our members.*

*Please see the coaching page on the website for more information on how to access coaching.*

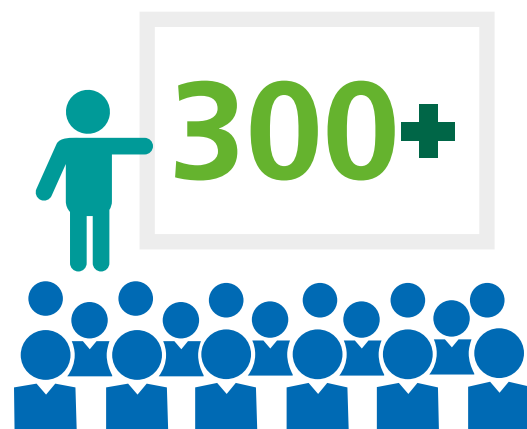


Click here

## 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



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

***"I found the experience very valuable – my coach was excellent, kind, understanding, knowledgeable and experienced. I felt very supported in my development."***

**Roxanne Mohammed-Klein**

Deputy Director Infection Prevention and Control  
King's College 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:

**Eilis Parker**

**T: 020 7520 9088**

**E: [eilis@nhselect.org.uk](mailto:eilis@nhselect.org.uk)**



# Customer Care and Patient Experience

With the NHS Five Year Forward View, 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

The team delivers a range of support that is designed to create sustainable improvements in customer care, including:

- **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 patients' voices 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

*Additional bespoke support is also available to meet the needs of our members.*



Click here

***"I thought it [Goldfish Bowl] was a really positive session and was very useful to the staff who attended, as well as the patients and those who came with them. I found the whole session to be really interesting and also informative. Thank you for all your hard work on this, it really is appreciated."***

**Mike Stone**

Voluntary Services Manager  
Frimley Health NHS Foundation Trust

## 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



## 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 7520 9088**

**E: [sue@nhselect.org.uk](mailto:sue@nhselect.org.uk)**

**E: [joe@nhselect.org.uk](mailto:joe@nhselect.org.uk)**



# 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

The team is experienced across all elements of marketing and communications, including:

- **Branding Advice and Support:** Including brand design and development of brand values
- **Communications and Stakeholder Engagement Support:** Training and hands on support to aid the effective promotion of services and improve relationships with stakeholders
- **Production of Promotional Materials:** Including posters, leaflets, infographics and digital content
- **Marketing and Communications Strategy Creation:** Co-creating strategies for maximum impact with limited resources
- **Social Media Advice and Support:** Enabling the use of the latest tools to engage with key audiences
- **GP Engagement Planning:** Sharing best practice from across the network to increase referrals
- **Internal Communications Planning:** Reviewing existing mechanisms and recommending improvements
- **Recruitment Support:** Training and hands-on support to improve recruitment through enhanced marketing and communication
- **Survey and Research Delivery:** Testing customer assumptions and using feedback to shape marketing activity
- **Website Redesign and Microsite Production:** Auditing existing sites and developing microsites for a bespoke online presence
- **Video Production:** Producing high quality video and animation content to communicate messages more efficiently

*Additional bespoke support is also available to meet the needs of our members.*



Click here

## Benefits for Members

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

- ✓ Increased referrals from GPs and others
- ✓ 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



Communications and marketing support available to members is worth more than £10,000

*"We thought you did a great job in bringing us all together and encouraging feedback and ideas, it was very natural and set exactly the right tone."*

**Sian Jones**

Head of Internal Communications  
Royal Free London 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**

**T: 020 7520 9088**

**E: [sue@nhselect.org.uk](mailto:sue@nhselect.org.uk)**

**E: [joe@nhselect.org.uk](mailto:joe@nhselect.org.uk)**



# Organisational Development

The OD 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's 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

*Additional bespoke support is also available to meet the needs of our members.*



Click here

***“NHS Elect co-designed and delivered a leadership programme that has been consistently well received through three cohorts. Colleagues from all backgrounds have found workshops to be lively, interesting and practical.”***

**Abi Williams**

Organisational Development Manager  
Portsmouth Hospitals NHS Trust

## 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 and learning and development support



**We provide over 4,500 learning and development places on our in-house and national events each year**

Smallest facilitation group **6**      Largest facilitation group **180**  
*A team building event for NHS England Midlands and East*

### 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**

**T: 020 7520 9088**

**E: [jim@nhselect.org.uk](mailto:jim@nhselect.org.uk)**

**E: [eilis@nhselect.org.uk](mailto:eilis@nhselect.org.uk)**

# Quality Improvement and Measurement

The team utilise both 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

The services that are delivered by the team generally fall into these key areas:

- **Capacity and Demand Training and Support:** Applying proven principles to enable you to reduce waits and delays in your services – elective, diagnostic and emergency
- **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
- **New Models of Care:** Sharing experience, tools and techniques from our network and the latest national programmes
- **Quality Improvement:** A range of offers from a half-day taster session to a 5-day collaborative on-site programme (over 6 months) covering a detailed range of improvement and measurement tools applied by your team to contemporary projects and challenges they face
- **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



Click here

*Additional bespoke support is also available to meet the needs of our members.*

***“Working with NHS Elect to develop and deliver a bespoke improvement training programme has really enabled us to embed continuous improvement across the organisation and has been a critical part of our improvement journey.”***

**Catherine Ashton**

Director of Strategy, Innovation & Planning  
East Sussex Healthcare NHS Trust

## 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



## 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,  
Lisa Godfrey, Darren Leech**  
**T: 020 7520 9088**  
**E: [robin@nhselect.org.uk](mailto:robin@nhselect.org.uk)**  
**E: [nicola@nhselect.org.uk](mailto:nicola@nhselect.org.uk)**  
**E: [lisa@nhselect.org.uk](mailto:lisa@nhselect.org.uk)**  
**E: [darren@nhselect.org.uk](mailto:darren@nhselect.org.uk)**



# Events Calendar 2018-19

We deliver more than 70 seminars and webinars across the year, in addition to hundreds of on-site training sessions. Our seminars cover a range of important topics, and include guest speakers from across the UK.

	Business of Healthcare	Service Improvement	Organisational Development and Coaching	Marketing and Customer Care	Webinars
Apr 2018	17 Project Management 25 Negotiation and Influencing	17 18 Weeks Referral to Treatment Workshop	24 Coaching Skills for Managers		23 Measurement for Improvement 24 Running your own Goldfish Bowl #NHS70 #Expofcare
May 2018	09 Business Cases	01 Your Management Style and How to Use It More Effectively Using MBTI 02 An Introduction to Process Mapping, Demand and Capacity 10 Facilitation Skills 16 Innovative Uses of Technology to Transform Care			15 Virtual Marketing and Communications Conference 24 It's a Vision Thing: Creating an Environment for Strategic Thinking
Jun 2018	12 Project Management 28 Report Writing	12 A Practical Guide to Improving Outpatients ( <i>Birmingham</i> ) 19 Paul Plsek: Leading Change in Complex Systems 20 Measurement for Improvement: Using Data to Manage and Improve	05 Leadership Skills	20 Branding and Reputation Management in the NHS	12 Everything You Need to Know About RTT
Jul 2018		03 An Introduction to Process Mapping, Demand and Capacity 05 Quality Improvement Session	03 Coaching Skills for Managers	19 Digital Marketing and the Art of Social Media	05 Pitching it Right: Writing Successful Business Proposals
Sep 2018	27 Project Management ( <i>Birmingham</i> )	18 Managing Change	25 Psychological Resilience	19 Stepping Stones to Marketing NHS Services	12 Having Difficult Conversations
Oct 2018	17 Business Cases ( <i>Birmingham</i> )	03 Conflict Resolution 18 Measurement for Improvement: Using Data to Manage and Improve	10 Coaching Skills for Managers	18 Engaging GPs and Primary Care	10 Making Sense of the Policy Environment
Nov 2018	28 Project Management	01 Your Management Style and How to Use It More Effectively Using MBTI 06 An Introduction to Process Mapping, Demand and Capacity 15 Facilitation Skills	06 Leadership Skills	07 National Communications Conference	14 Negotiation Fundamentals
Dec 2018	06 Report Writing 11 Negotiating and Influencing	04 A Practical Guide to Improving Outpatients		06 Delivering Great Patient and Customer Experience	
Jan 2019		29 18 Weeks Referral to Treatment Workshop ( <i>Birmingham</i> )	23 Leadership Skills 24 Career Planning		23 Improving Internal Communications
Feb 2019	19 Project Management	06 Coaching Skills for Managers 19 An Introduction to Process Mapping, Demand and Capacity	06 Psychological Resilience		12 Creating Great Videos and Making the Most of Them 14 Plan and Deliver: The Beginner's Guide to Project Management
Mar 2019	06 Business Cases	07 Managing Change 12 Measurement for Improvement: Using Data to Manage and Improve ( <i>Birmingham</i> ) 12 Conflict Resolution		13 Stepping Stones to Marketing NHS Services	13 Model for Improvement

## Book Your Place

Spaces are available to all our members, but numbers are usually limited so please book in advance. You can do so by calling the Events Team on **020 7520 9088** or emailing [nhselectevents@nhselect.org.uk](mailto:nhselectevents@nhselect.org.uk)

## The Events Team

Claire Butler-Brown and Hannah Lyons from our Events Team will be happy to answer any questions you may have about our events programme.



[Click here](#)

## Extended Offer for Members: National Programmes

In addition to delivering our standard membership offer, we are also instrumental in delivering three national improvement programmes:

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

### Structure for Our Three National Programmes

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 three networks and includes:

- ✓ 3 national events
- ✓ Topic-specific workshops and masterclasses
- ✓ Webinars
- ✓ Site visits
- ✓ 1-1 help as needed
- ✓ Expertise on measurement
- ✓ A return on investment calculator
- ✓ Measuring patient experience and using experience based design to improve services
- ✓ Sustainability assessment

**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.

Ten sites participated in the first wave of the programme and we are now working with 25 sites in cohorts 4 and 5, with cohort 6 due to launch in May 2018. 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.



Click here

#### Join the Network

If you are interested in being part of the next cohort, please email [frailty@nhselect.org.uk](mailto:frailty@nhselect.org.uk)

**90%** of participating sites rated the programme as excellent or good

## Ambulatory Emergency Care Network (AEC)

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.

### Developing the Network

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

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



Click here

### Join the Network

If you are interested in being part of the next cohort, please email [aec@nhselect.org.uk](mailto:aec@nhselect.org.uk)

We have worked with over  
**120** teams across England  
and Wales

## 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 2 in February 2018, and we are welcoming expressions of interest in cohort three.



Click here

### Join the Network

If you are interested in being part of the next cohort, please email [aec@nhselect.org.uk](mailto:aec@nhselect.org.uk)

There are more than  
**15** workshops, webinars  
and other events  
throughout the programme



## Bespoke Programmes

NHS Elect has also worked with national organisations and groups of members to design bespoke collaborative improvement programmes on cancer, urgent care and frailty. If you would like to discuss a local programme for your own organisation, system or STP, please contact:

**Caroline Dove, CEO** T: 07766 072 353 E: [caroline@nhselect.org.uk](mailto:caroline@nhselect.org.uk)

## Current Members

Barking, Havering and Redbridge University Hospitals NHS Trust

Barnet, Enfield and Haringey Mental Health NHS Trust

Bedford Hospital NHS Trust

Burton Hospitals NHS Foundation Trust

Camden and Islington NHS Foundation Trust

Central London Community Healthcare NHS Trust

Chelsea and Westminster Hospital NHS Foundation Trust

Croydon Health Services NHS Trust

Dartford and Gravesham NHS Trust

Derby Teaching Hospitals NHS Foundation Trust

Derbyshire Community Health Services NHS Foundation Trust

Dorset County Hospital NHS Foundation Trust

East Kent Hospitals University NHS Foundation Trust

East Sussex Healthcare NHS Trust

Epsom and St Helier University Hospitals NHS Trust

Frimley Health NHS Foundation Trust

George Eliot Hospital NHS Trust

Great Western Hospitals NHS Foundation Trust

Guy's and St. Thomas' NHS Foundation Trust

Hampshire Hospitals NHS Foundation Trust

Heart of England NHS Foundation Trust

Hertfordshire Community NHS Trust

Homerton University Hospital NHS Foundation Trust

Imperial College Healthcare NHS Trust

Isle of Wight NHS Trust

Kettering General Hospital NHS Foundation Trust

King's College Hospital NHS Foundation Trust

Lewisham and Greenwich NHS Trust

Lincolnshire Partnership NHS Foundation Trust

London Ambulance Service NHS Trust

London North West Healthcare NHS Trust

Milton Keynes Hospital NHS Foundation Trust

NHS Brighton and Hove Clinical Commissioning Group

NHS England (NHS IMAS)

NHS England (South East Strategic Clinical Networks)

NHS England Midlands and East (Central Midlands)

NHS England South (South East)

NHS Health Education England (North & Central London)

NHS Health Education England (West Midlands)

NHS Horsham and Mid Sussex and Crawley CCGs

NHS Medway Clinical Commissioning Group

NHS North West Surrey Clinical Commissioning Group

NHS Nottingham City Clinical Commissioning Group

North Bristol NHS Trust

North Middlesex University Hospital NHS Trust

Northampton General Hospital NHS Trust

Oxford Health NHS Foundation Trust

Oxford University Hospitals NHS Foundation Trust

Pennine MSK Partnership

Portsmouth Hospitals Trust

Royal Free London NHS Foundation Trust

Salisbury NHS Foundation Trust

Sandwell and West Birmingham Hospitals NHS Trust

Solent NHS Trust

Sussex Community NHS Trust

Sutton Care Homes Vanguard

The Dudley Group NHS Foundation Trust

University Hospitals Birmingham NHS Foundation Trust

University Hospitals Coventry and Warwickshire NHS Trust

Walsall Healthcare NHS Trust

West Hertfordshire Hospitals NHS Trust

Western Sussex Hospitals NHS Foundation Trust

West Suffolk NHS Foundation Trust

Whittington Health NHS Trust

York Teaching Hospitals NHS Foundation Trust

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