

L&SC NHS Impact and Community Transformation Thursday 27th June 2024

NHS Impact and L&SC – A Local View – how NHS impact can make a difference across our system.

At the event we translated the NHS Impact Framework into a blueprint for the Lancashire and South Cumbria. These include the conditions that will help us to improve what we do so that we can make a real difference in our communities.

Let's have impact by improving care together

Developing Leadership Behaviours

- Listening
- Bravery
- Learning and open to constructive challenge
- Connecting
- Transferring power

Building a shared vision and purpose

- Plain language
- Wider than the NHS
- Building on shared experiences and knowledge
- Defined by service users and residents, NOT organisations.
- Tangible and clear

Embedding improvement into management systems and processes

- Shared practices and approaches that are accessible to all.
- No 'one' right way.
- Involve people and share ideas so we can learn together.
- Don't reinvent the wheel.

Investing in people and culture

- Recognise and behave in a way that demonstrates we're in this together.
- Build trust.
- Focus on the person, NOT the label.
- Allow time.
- Ask our community what works.
- Create conditions for autonomy, sharing, creativity and learning.
- Keep it simple.
- Ensure we communicate, listen, act, and share results.
- No idea is a bad idea.
- Learn from what works, and what doesn't.

Building improvement capability and capacity

- Shared ownership and common language
- Teach how to listen and support curiosity.
- Combine resources and knowledge.
- Embrace creativity and learn from failure.
- Accessible frameworks and guidance that avoids 'management speak'.