



NORTH WEST COAST
ACADEMIC HEALTH
SCIENCE NETWORK

CATALYST EVENT,
2ND DECEMBER 2015



HOW DO WE CREATE A NHS CULTURE
IN WHICH WE CAN ALL ACHIEVE
OUTSTANDING PATIENT OUTCOMES?



KEV WYKE

IT'S YOUR
EVENT!

IT'S YOUR
SPACE!



LISA BUTLAND

HOW DO WE TURN GOOD
PRACTICE INTO
BEST PRACTICE?



GOOD HEALTH
CREATES
WEALTH



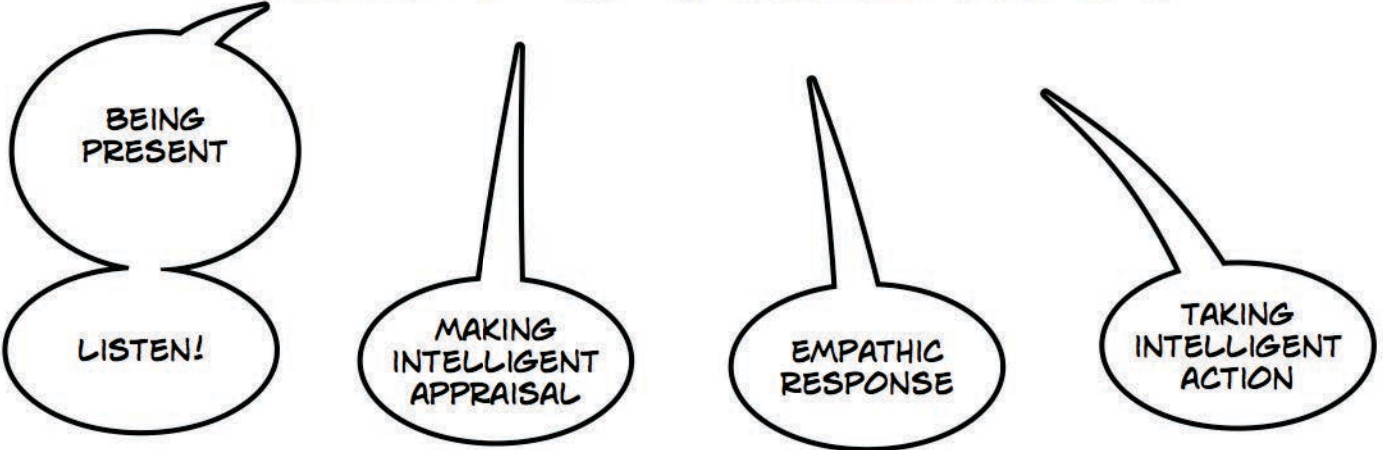
YOU'RE NOT ALONE
IN YOUR PASSION FOR
CHANGE!

MICHAEL WEST



WHAT'S AT THE CORE OF THE NHS?

COMPASSION



BJT HOW DO WE CREATE A **COMPASSIONATE CULTURE** IN THE NHS?



WE NEED LEADERS THAT SHARE THE PRIORITY FOR HIGH QUALITY CARE.



NHS STAFF HAVE THE HIGHEST **STRESS** LEVELS

STRESS KILLS!

HAPPIER STAFF MAKE HAPPIER PATIENTS

LET'S LOOK AT PLACES THAT ARE SUCCESSFULLY REDUCING STRESS...

PRIORITIES OVERLOAD

LOW CONTROL

LACK OF ROLE CLARITY

WHY?

DISCRIMINATION

HIGH DEMANDS

LACK OF RESOURCES

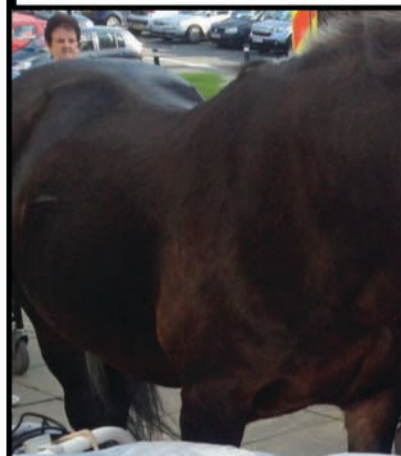


AN EXAMPLE OF A COMPASSIONATE WORKFORCE

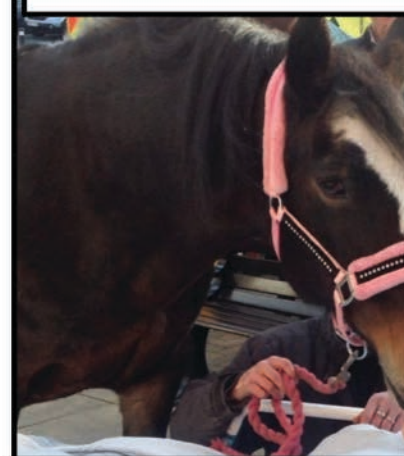
A WOMAN WAS DYING IN WIGAN & LEIGH HOSPITAL...



SHE SAID SHE WANTED TO SEE HER HORSE..



STAFF BROUGHT THE HORSE TO HER..

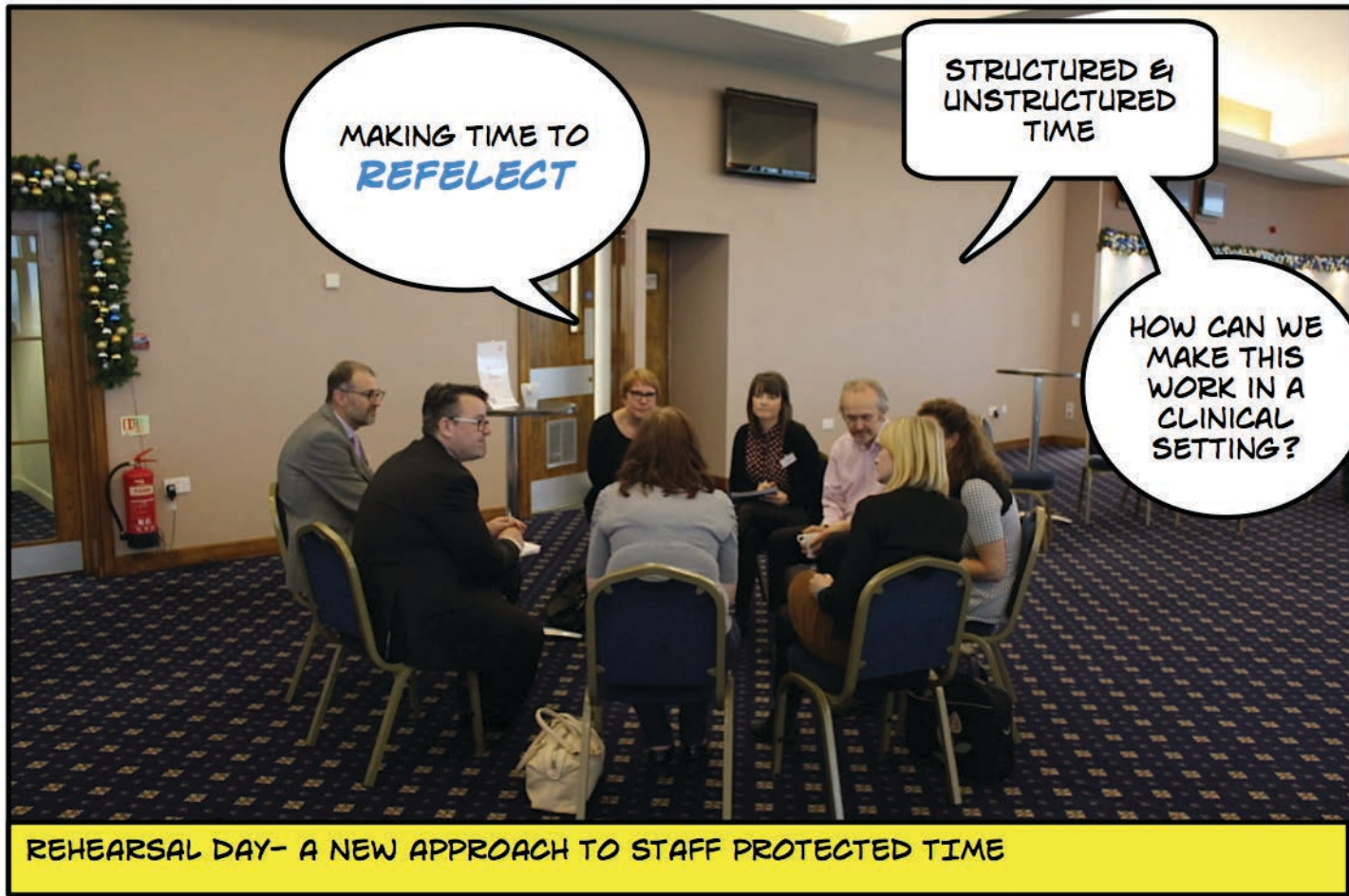


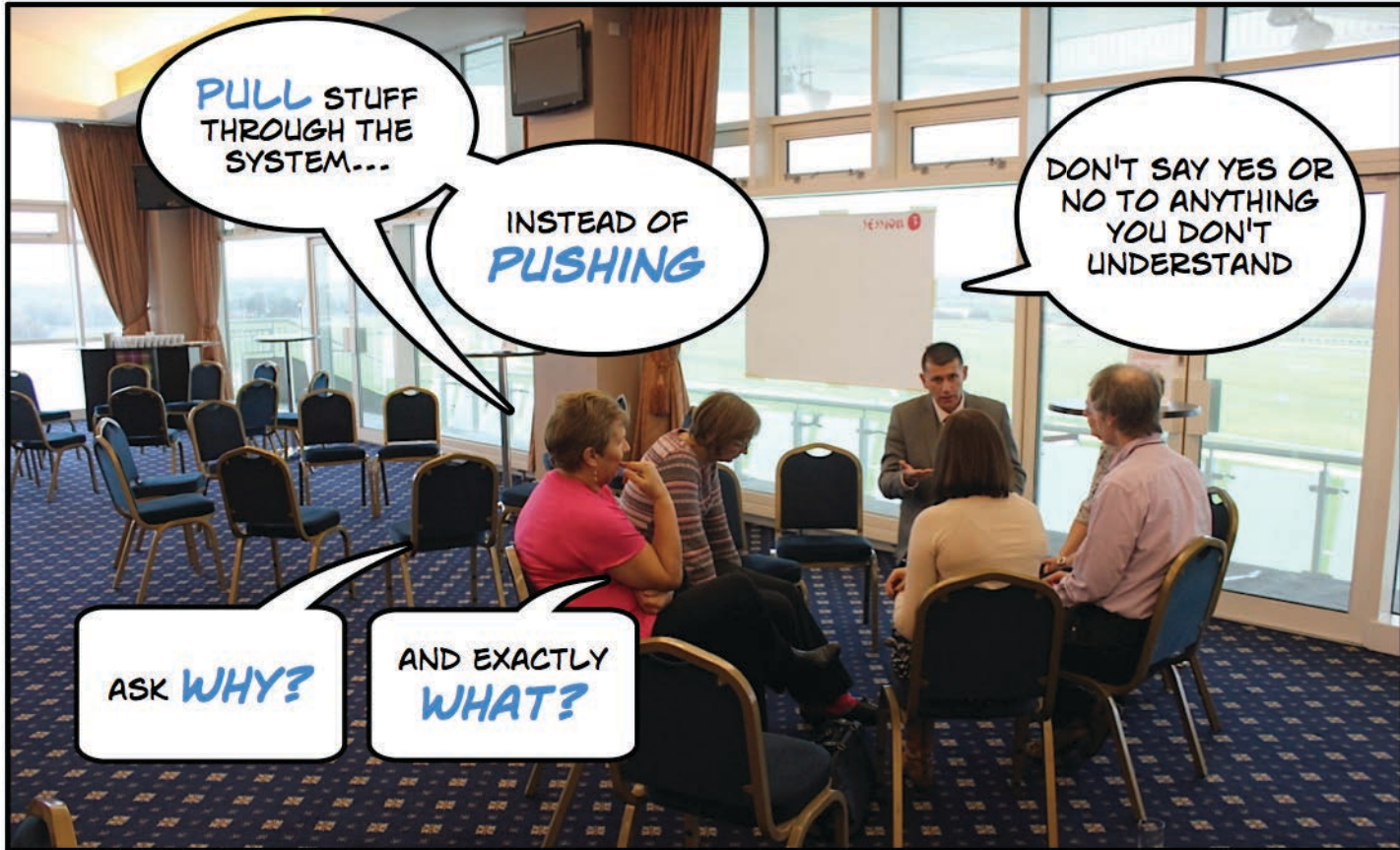
IT NUZZLED HER & MADE HER LAST HOURS HAPPIER











PULL STUFF THROUGH THE SYSTEM...

INSTEAD OF PUSHING

DON'T SAY YES OR NO TO ANYTHING YOU DON'T UNDERSTAND

ASK WHY?

AND EXACTLY WHAT?

THE INTELLIGENT USE OF NO!



ASK STAFF, DON'T JUST TELL THEM

SAY THANKYOU

ACKNOWLEDGE STAFF CONTRIBUTION

CREATING SPACE

THE MOMENTS THAT MATTER THE MOST



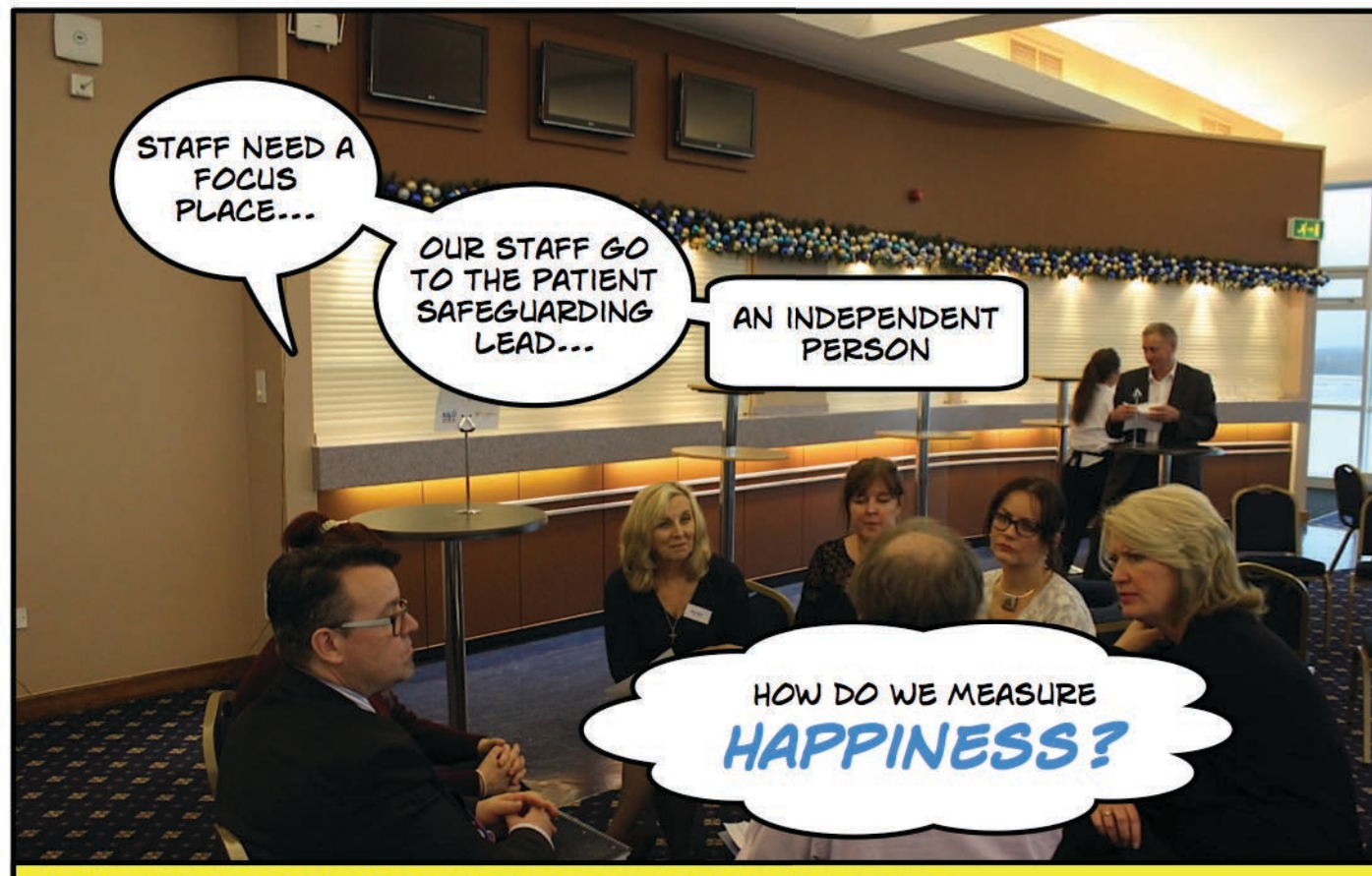
STOP

...THEN START AGAIN

TALK TO PATIENTS...

GET THEIR OPINIONS

TEAM COACHING



STAFF NEED A FOCUS PLACE...

OUR STAFF GO TO THE PATIENT SAFEGUARDING LEAD...

AN INDEPENDENT PERSON

HOW DO WE MEASURE HAPPINESS?

DEVELOPING RESILIENCE AND 'MENTALLY HEALTHY' STAFF



HOW DO WE ENCOURAGE INNOVATION?



EXTERNAL HELP FOR STAFF HEALTH & WELLBEING



USING PHYSICAL ACTIVITY AS A TOOL FOR WELLBEING

