

Effective Patient Leadership Programme

Patients and Carers making the NHS better

About the Programme

We are delighted to invite you to attend a virtual version of our popular 'Effective Patient Leadership' programme to be held during May and June 2022.

During this programme, you will:

- Meet other patients and carers who are working to improve care
- Hear from inspiring speakers about what they have achieved
- Learn how the NHS is changing
- Meet people who work in the NHS and want the voice of patients and carers to be heard
- Gain confidence challenging professional assumptions and promoting inclusive language
- Experience individual mentoring

Is this programme for me?

- Are you a patient or carer?
- Have you some experience of working with healthcare professionals to improve services?
- Would you like to make more of a difference?

If you said 'yes' to all three questions – then YES - this programme is for you!

How will the programme be delivered?

- The programme will be delivered in weekly sessions as per the programme below.
- Each seminar builds on the one before so you should plan to attend them all.
- The programme will be delivered via Microsoft Teams and you will be able to access it from a PC, laptop or tablet. (If you need additional support for access please let us know.)
- The course is highly interactive throughout, so come prepared to share your experiences and ideas and to learn from those of fellow participants.

How do you register?

To submit an application for this programme please complete our [South East Leadership Academy Application form](#). All applications are subject to shortlisting and spaces are extremely limited so delegates must ensure they are available for all sessions as listed below. The closing date for applications is **17:00 on Friday 22nd April**.

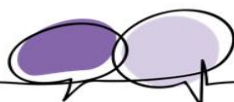
People Promise



We are **compassionate** and **inclusive**



We are **recognised** and **rewarded**



We each have **a voice that counts**



We are **safe** and **healthy**



We are **always learning**



We work **flexibly**

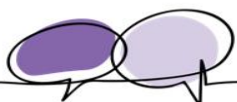


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Date	The Effective Patient Leader Programme	Guest Speakers
Session 1 Date: 11 th May 13:00 – 16:00 15 min break at 14:30	<i>Introduction to the programme</i> <ul style="list-style-type: none"> • Getting to know each other • Roles and responsibilities • Collaboration and Coproduction 	<i>Mark Doughty</i> Clinical Fellow of Kings Fund and Co-founder of Centre for Patient Leadership
Session 2 Date: 18 th May 13:00 – 16:00 15 min break at 14:30	<i>Getting Your Voice Heard</i> <ul style="list-style-type: none"> • Speaking Up • Listening with Curiosity • Conversations that make a difference 	<i>Louise Patmore,</i> Patient Leader and Programme Lead for ICS MH participation in Sussex
Session 3 Joint session with NHS Staff Members Date: 25 th May 09:00 – 12:00 15 min break at 10:30	<i>Reaching Out</i> <ul style="list-style-type: none"> • How does Healthwatch do it? • Meeting less heard people where they live • Developing your networks • Making new connections 	<i>Stephen Bitti,</i> CEO of Healthwatch Kingston-on-Thames <i>Jonathan Lees,</i> Managing Director and Founder of Good Company Trust
Session 4 Joint session with NHS Staff Members Date: 8 th June 09:00 – 12:00 15 min break at 10:30	<i>Question Time!</i> <ul style="list-style-type: none"> • ‘Why does Patient Experience and Engagement Matter to NHS Boards?’ • What’s changing the NHS? • Senior Leaders answer your questions 	<i>Thirza Sawtell</i> Managing Director / Integrated Care of St. George’s and Epsom and St. Helier Hospitals and Health Group <i>Renee Padfield</i> Executive Director of Operations of First Community Health and Care
Session 5 Joint session with NHS Staff Members Date: 15 th June 09:00 – 12:00 15 min break at 10:30	<i>Planning Your Next Steps</i> <ul style="list-style-type: none"> • Creating your personal strategy and action plan (working in small groups with a coach) • Small group discussions (on topics of your choice) 	
Session 6 Joint session with NHS Staff Members Date: 21 st September 09:00 – 12:00	<i>How is it going?</i> <ul style="list-style-type: none"> • Catch up on progress with personal strategy and action plan • Small group work with coaches 	

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Who will be Facilitating the Programme?

Lisa Anderton, Head of Patient Experience



Lisa has been the Head of Patient Experience at UCLH for the last 8 years. She is responsible for patient feedback, involvement and engagement, patient information and a number of Trust-wide patient experience improvement projects. She led a number of training programmes including engaging frontline staff in using patient experience data for quality improvement and improving teamwork and customer service focused training based on work with the Disney Institute. An MRI radiographer by background, she has worked in strategy and change roles both in hospitals and London-wide including redevelopment, merger, strategic planning, reconfiguration and large scale service change. She also led the external stakeholder engagement unit and public consultation response unit for service change across north-west London. Having qualified as a Coach Practitioner in Executive and Leadership Coaching in 2015, she works as an executive coach with her own business, coaching leaders in healthcare and other industries. She is a passionate advocate for diversity and inclusion and active mentor. As co-chair of the women's leadership network at UCLH she is also active supporter of improving the workplace for women going through the menopause.

Mandy Dunn, Coach & NHS Consultancy



Mandy was Director for Child & Adolescent Mental Health Services for a large Foundation Mental Health Trust, a position she held from 2021 until the end of 2016. Mandy is a Registered Mental Health Nurse by background and mainly worked with children, adolescents and families. Having qualified as a Coach Practitioner in Executive and Leadership Coaching and a Fellow of the ILM, she now works as an executive coach and consultant in the NHS and offers leadership coaching and mentoring through the SE Leadership Academy. She is passionate about supporting others to celebrate the richness of diversity and what real inclusion means. She has co-facilitated several Leadership Academy programmes with Lis Paice, including 'Effective Lay Partner' and 'Reaching Out' programmes. She believes that effective partnership working is key to supporting real change for people and uses skills in motivating and empowering others to achieve lasting and sustainable change.

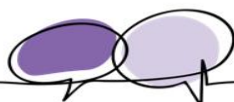
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Professor Lis Paice, OBE FRCP

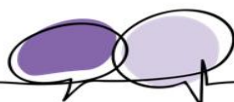
Lis recently stepped down from the role of Deputy Chair of Hillingdon Hospitals NHS Foundation Trust. Previously she chaired the North West London Integrated Care Pilots 2011-2013 and before that was Dean Director of London Deanery 1995-2010. She is a doctor and was a Consultant Rheumatologist at the Whittington Hospital, 1982-1995. She was awarded OBE for services to Medicine in 2011. Lis is a keen advocate of patient engagement and developed the Leadership Academy's 'Effective Patient Leader' and 'Reaching Out' programmes. Lis is an active mentor and coach and was named NHS Mentor of the Year 2010 in the national NHS Leadership Awards. She is the author of *New Coach: reflections on a learning journey*, McGraw Hill 2012.

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