

# Reaching Out Programme

## For staff responsible for patient engagement and experience

### About the Programme

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

During this programme participants will:

- Meet other staff who are working to improve patient engagement and experience
- Hear from inspiring speakers about what they have achieved and how
- Learn about how the NHS is changing and have an opportunity to question senior leaders
- Get to know patient leaders who are trying to make sure the voice of patients and carers is at the heart of all we do
- Gain confidence in working with patients as partners
- Experience individual mentoring about how to make progress with what you are trying to achieve.

### Is this programme for me?

- The programme is designed for staff with responsibility for patient engagement and/or experience.
- The course is highly interactive throughout, so come prepared to share your experiences and ideas and to learn from those of fellow participants.

### 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 participants should plan to attend them all.
- The programme will be delivered via Microsoft Teams and participants will be able to access it from a PC, laptop or tablet. If additional access support is required please let us know.

### How to apply?

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



Date	The Reaching Out Programme	Guest Speakers
Session 1 Date: 11 <sup>th</sup> May 09:00 – 12:00 15 min break at 10:30	<b><i>Roles and Responsibilities</i></b> <ul style="list-style-type: none"> <li>• Introduction to the Reaching Out Programme</li> <li>• Getting to know each other</li> <li>• Small group work with coaches</li> </ul>	
Session 2 Date: 18 <sup>th</sup> May 09:00 – 12:00 15 min break at 10:30	<b><i>Patients as Partners</i></b> <ul style="list-style-type: none"> <li>• Making data count</li> <li>• Working together</li> <li>• Conversations across difference</li> <li>• Mitigating power imbalance</li> </ul>	<b><i>Julie Southcombe,</i></b> Patient Leader and Founding Member of regional Citizen's Academy
Session 3 Joint session with patient leaders Date: 25 <sup>th</sup> May 09:00 – 12:00 15 min break at 10:30	<b><i>Reaching Out</i></b> <ul style="list-style-type: none"> <li>• How does Healthwatch do it?</li> <li>• Meeting less heard people where they live</li> <li>• Developing your networks</li> <li>• Making new connections</li> </ul>	<b><i>Stephen Bitti,</i></b> CEO of Healthwatch Kingston-on-Thames  <b><i>Jonathan Lees,</i></b> Managing Director and Founder of Good Company Trust
Session 4 Joint session with patient leaders Date: 8 <sup>th</sup> June 09:00 – 12:00 15 min break at 10:30	<b><i>Question Time!</i></b> <ul style="list-style-type: none"> <li>• 'Why does Patient Experience and Engagement Matter to NHS Boards?'</li> <li>• What's changing the NHS?</li> <li>• Senior Leaders answer your questions</li> </ul>	<b><i>Thirza Sawtell</i></b> Managing Director / Integrated Care of St. George's and Epsom and St. Helier Hospitals and Health Group  <b><i>Renee Padfield</i></b> Executive Director of Operations of First Community Health and Care
Session 5 Joint session with patient leaders Date: 15 <sup>th</sup> June 09:00 – 12:00 15 min break at 10:30	<b><i>Planning Your Next Steps</i></b> <ul style="list-style-type: none"> <li>• Creating your personal strategy and action plan (working in small groups with a coach)</li> <li>• Small group discussions (on topics of your choice)</li> </ul>	
Session 6 Joint session with patient leaders Date: 21 <sup>st</sup> September 09:00 – 12:00	<b><i>How is it going?</i></b> <ul style="list-style-type: none"> <li>• Catch up on progress with personal strategy and action plan</li> <li>• Small group work with coaches</li> </ul>	

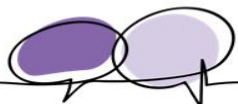
People Promise



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**



We are **a team**

## 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.

## People Promise



**Professor Lis Paice, OBE FRCP**

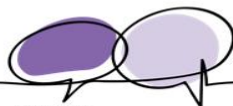
Lis recently stepped down from the role of Deputy Chair of Hillingdon Hospitals NHS Foundation Trust. Previously she chaired the North West London Integrated Care Pilots 2011-2013 and before that was Dean Director of London Deanery 1995-2010. She is a doctor and was a Consultant Rheumatologist at the 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.

*People Promise*

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