

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 October and November 2021.

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 heard
- 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 do you register?

To register for this programme please complete our [South East Leadership Academy booking form](#). Spaces are extremely limited so participants must ensure they are available for all sessions as listed above. Spaces on will be allocated on a first come basis. The closing date for applications is **17:00 on Wednesday 13th October 2021** or once all places are full.

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Date	The Reaching Out Programme
Session 1 Date: 3 November 09:00 – 12:00	<i>Introductory session –</i> <ul style="list-style-type: none"> About the programme Getting to know each other How the NHS is changing Collaborative working
Session 2 Joint session with patient leaders Date: 10 November 09:00 – 12:00	<i>Working together for better care</i> <ul style="list-style-type: none"> Coproduction – what does it mean and how to do it Guest speakers will share their experiences and what they learned Seeking out diverse perspectives and working with diverse communities (Talks followed by small group discussions)
Session 3 Date: 17 November 09:00 – 12:00	<i>Peer support</i> <ul style="list-style-type: none"> Peer support for patients and staff Peer mentoring: principles and good practice (Talks followed by small group exercises)
Session 4 Joint session with patient leaders Date: 24 November 09:00 – 12:00	<i>Question Time!</i> The changing NHS: A panel of senior leaders answers your questions <ul style="list-style-type: none"> In small groups, discuss what you want to ask the panel Hear what the panel has to say (In small groups, discuss the implications for your work)
Session 5 Date: 1 December By booked 60 minute session, in pairs with coach	<i>Creating your personal strategy and action plan</i> Working in pairs with a coach <ul style="list-style-type: none"> What would I like to achieve? What is getting in the way? What could I do to make progress?
Session 6 Joint session with patient leaders Date: 8 December 09:00 – 12:00	<i>Next steps</i> <ul style="list-style-type: none"> Using data to drive change Networking skills Reflections and feedback

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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.

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Mandy Dunn, Coach & NHS Consultancy


Mandy is a Registered Mental Health Nurse, family and play therapist by background. In 2010 she took up the role of Director for Child & Adolescent Mental Health Services for a large Foundation Mental Health Trust, a position she held until the end of 2016. 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 through the Kent, Surrey & Sussex Leadership Academy. She has co-facilitated several Leadership Academy programmes with Lis Paice. In both individual and team coaching she focuses on people's strengths, development needs and leadership skills, and works with teams on their collective development. 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.

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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