

Cumbria Learning and Improvement Collaborative (CLIC)

Progress update: May – October 2014

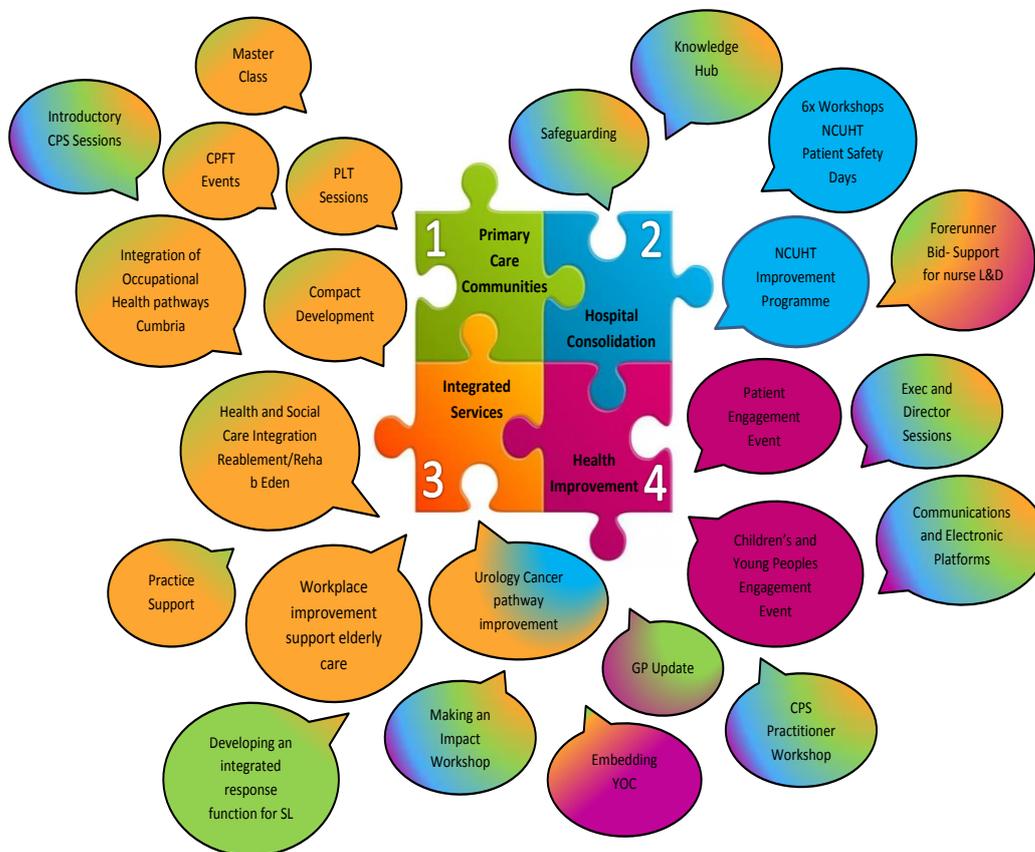
Introduction

The following report gives board level assurance (the Alliance Board an overview) of the progress made by CLIC in the last six months from May 2014.

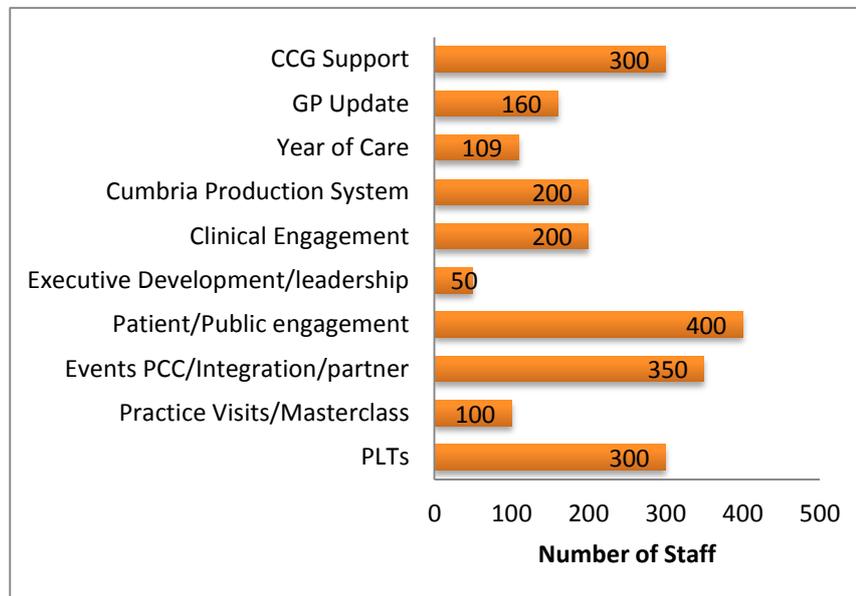
The initiatives CLIC have supported and delivered in the last six months

CLIC is the vehicle to help support the delivery of the Alliance priorities that are emerging from the five year plan. CLIC will drive a positive transformation in health and social care across Cumbria by leading and embedding a culture of collaboration for continuous improvement and learning.

The CLIC team have promoted the awareness of CLIC at numerous events and meetings and have supported a number of initiatives and events underpinning the four key priorities identified in the five year plan. These are summarised below and at Appendix A.



Over the last six months CLIC have had contacts with various staff and people who use our services, the following chart shows just some of these contacts:



Progress with the work programme for each CLIC strategy

The CLIC team, working with the CLIC operations group, have developed strategies and objectives for CLIC in three key overlapping areas:

- Education and Learning
- The Cumbria Production System
- Leadership

A work programme has been established for each of these areas. CLIC have received many requests for support and have developed a set of criteria to apply to assess how best CLIC can add value and support the delivery of Alliance priorities. A summary of the three strategies is shown at Appendix B.

Education and Learning

During the last six months, CLIC have continued to develop links across the Alliance organisations to start to share learning resources and best practice. Four areas of work are emerging following the workshop in June 2014 which bring together expertise and interest from Higher Education Institutions (HEI's) in health and social care, from clinicians, practitioners and managers.



'The Knowledge Hub' working group is proposing a Cumbria intranet that would provide the infrastructure and environment for the exchange of learning across clinical areas and teams in the wider health and care economy. Primary Care Communities, medicines management and Safeguarding have been discussed as cross-organisational priorities that would benefit from this type of learning platform. The CLIC website will act as the platform for this development. A business case is being developed to present the opportunities and challenges for this development.

Improving Practice-based learning working group is exploring opportunities to share best practice across the region to develop a learning culture. 'Sharing approaches to professional learning and development in the workplace' is the first workshop to be arranged by multi-professional practice facilitators from across HEI's in Cumbria.

Common Learning and Development Priorities for Cumbria – Based on the key policy drivers and 5 year plans for the Alliance the work group are scoping existing work and identifying the role for CLIC.

Safeguarding – Working with the Joint Statutory Board for both adults and children, and the Learning and Improvement Subgroups to explore opportunities to develop training across the Alliance. To scope Board level development programmes and requirements.

Cumbria Production System

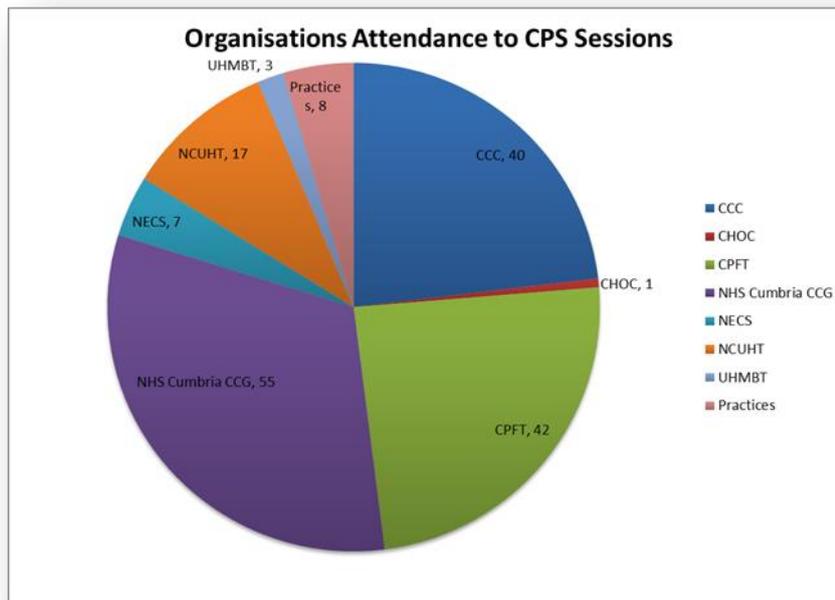
CLIC continue to develop links with staff across Alliance organisations to share continuous improvement approaches, methods and tools. The Cumbria Production System toolkit which is a best practice guide to continuous improvement using real examples from all our organisations is available to all staff through the CLIC website.

Cumbria Production System Awareness – Over fourteen Cumbria Production System Awareness half day workshops have been run across Cumbria with over 175 staff attending these sessions. Feedback has been very positive with staff saying that they now have an appreciation of the Cumbria Production System and how it can support their work. Dates and venues are available on the website and staff can register and book electronically.

Cumbria Production System in depth workshop – A two day more in depth workshop has been developed and piloted which is aimed at staff who will become Cumbria Production system improvement champions. Again, the Alliance organisations have contributed to the development of the workshop and will also support its delivery. The two day workshop will help to develop the skills staff need to champion continuous improvement within their organisation and help embed the culture of continuous improvement. These sessions will run on a regular basis from November.



The following pie chart shows a breakdown of the staff attending across the Alliance Organisations:



Leadership

The leadership strategy has a number of initiatives underway which include workshops, “How to develop a compact guide” and scoping the need for leadership training Alliance wide.

Workshops – Executive and Director workshops have been delivered and more are planned for the Autumn. These have been well attended by Alliance leaders and value has been gained from meeting and reflecting together over their roles as leaders for improvement. Dates and materials from these are available on the website. From positive feedback given it is planned to extend this programme to include other topics.

“Making an impact and working together better” is a half day workshop for a wide staff audience and has been piloted to compliment the CPS Awareness workshops by developing individuals to understand:

- Their role in improvement
- Their personal style and how they relate to others
- The wider context they work in

This workshop received useful feedback in the pilot and using the skills and knowledge from across the Alliance organisations will be further developed before further workshops are planned in the New Year. Dates and venues will be available on the website soon.



Compact development – CLIC is aware a number of alliance partners are working on agreed behaviours for their organisations. The “How to develop a compact guide” aims to support teams and services to work through how they might work with the already agreed behaviours and identify behaviours valued by the team and explicitly support the maintenance and embedding of these in their workplace.

Leadership Training – CLIC have been asked to support wider leadership development by providing training across Alliance organisations for common areas that will add value by delivering shared learning. The areas requested are broad and a training provider event is planned towards the end of the year to develop interest in meeting these needs.

The next six months for CLIC

Some of the alliance organisations have established improvement support functions and leadership programmes, and some are currently developing these within their organisations; CLIC will work alongside the alliance organisations to support alignment with CLIC strategies and the five year plan.

The CLIC work programme for the next six months focuses on delivering the objectives for each of the CLIC strategies including the programme of improvement and leadership workshops, support for Rapid Process Improvement Workshops, development of an Alliance Leadership programme and further joint learning events.

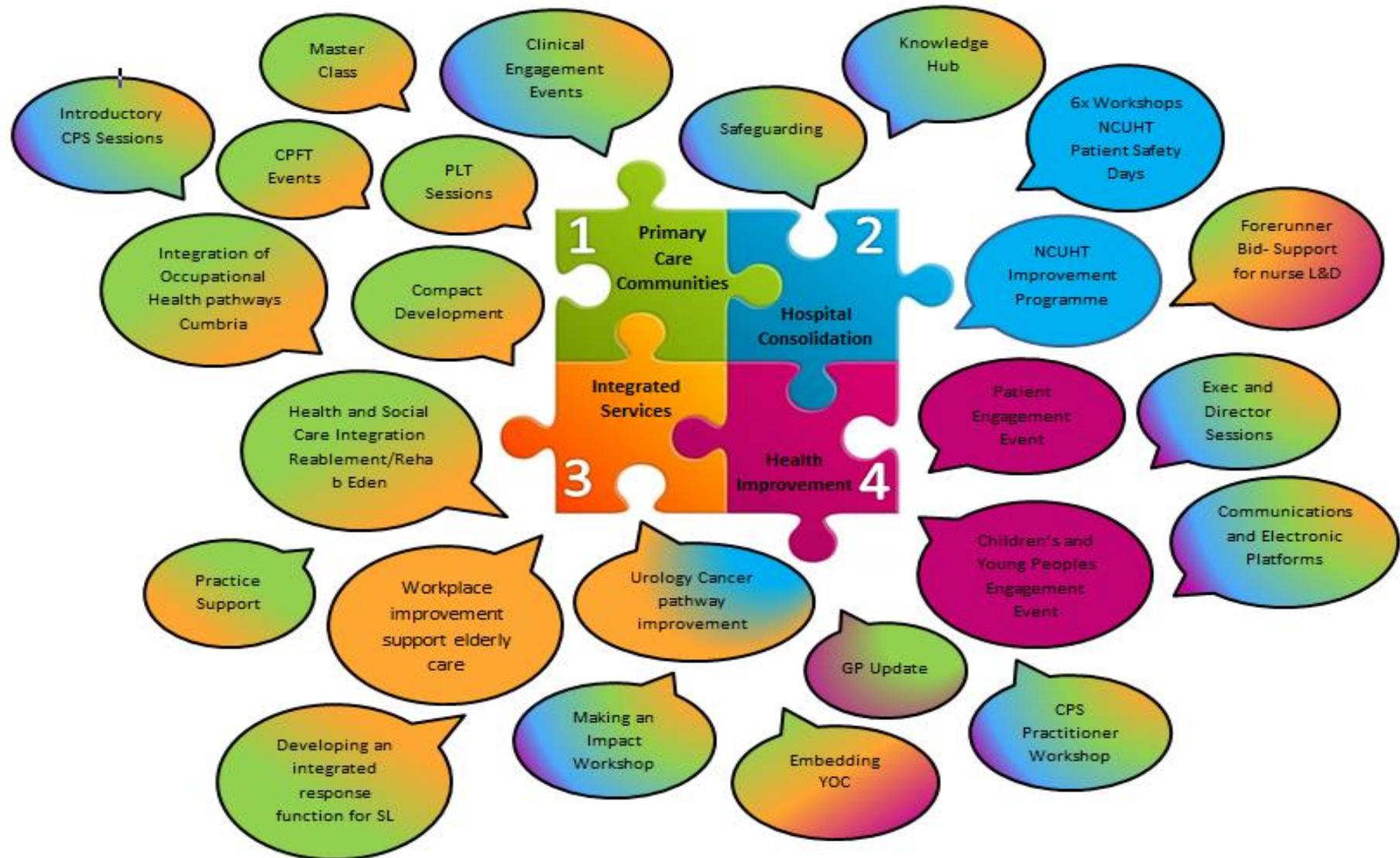
As part of the research programme for the CCG, CLIC have appointed two sessional research nurses to promote the adoption of primary care research across the county.

In summary

CLIC are just at the beginning of taking a leading role influencing and supporting the changes needed in how we jointly approach learning, leadership and improvement. Small incremental changes are happening and CLIC welcome the opportunity to continue to support all the Alliance organisations with improvement approaches, joint learning and leadership development.



Appendix A: CLIC Initiatives



Appendix B: Summary of the CLIC Strategic Building Blocks

<p><u>Education and Learning</u></p> <ul style="list-style-type: none"> ▪ 'Knowledge Hub' ▪ Improving practice based learning ▪ Common Learning/ development Cumbria ▪ Safeguarding ▪ GP Update/ Blue Stream 	<p><u>Cumbria Production System</u></p> <ul style="list-style-type: none"> ▪ Introduction to CPS workshops ▪ CPS practitioner workshops ▪ Workshops/events for the alliance organisations ▪ Master classes ▪ Practice Support 	<p><u>Leadership</u></p> <ul style="list-style-type: none"> ▪ Executive and Director sessions ▪ Making an Impact workshops ▪ Compact development ▪ Alliance leadership training ▪ Coaching conversations
<p><u>Cross cutting Initiatives</u></p>		
<ul style="list-style-type: none"> ▪ Developing 'Associate' or CLIC academy ▪ PLT Sessions ▪ Simplify education and learning in complex joint areas ▪ Raise awareness of support available from CLIC to all health and care staff 	<ul style="list-style-type: none"> ▪ Leadership Development ▪ Education and improvement skills ▪ CCG Organisational Development ▪ Support our major providers ▪ Supporting Service Integration ▪ Support development of PCCs 	<ul style="list-style-type: none"> ▪ CCG Research Development ▪ Communication and Electronic Platform Development ▪ Involving and Listening to the people who use our services ▪ Support alliance to improve health and wellbeing.