

Six Month Report, April – September 2015

CLIC

Education and Learning

Cumbria Production System

Leadership

Cumbria Learning and Improvement Collaborative

Driving a positive transformation in health and social care

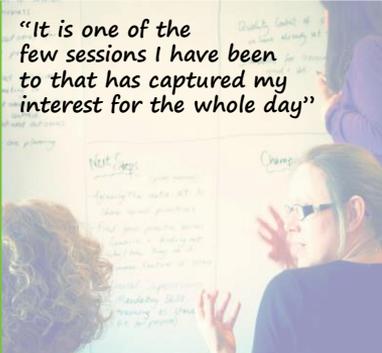
April – September 2015 at a glance...

£6,000
in additional income
generated

442
Twitter followers
@CLIC_Cumbria



135 people
attended...
14 CLIC-facilitated
leadership
development sessions



902
practitioners attended
free training organised
and supported by CLIC

97%
would recommend the
session they attended to
a colleague

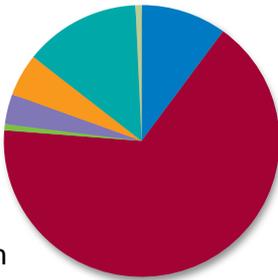
32
hours of one-to-one
executive coaching
undertaken

72,224
website views

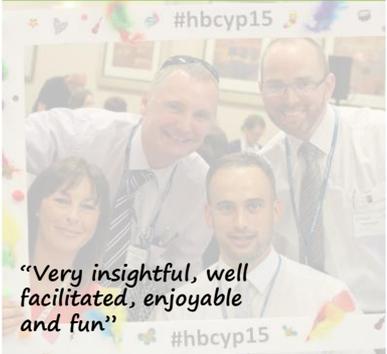


435 people
attended...
42 CLIC-facilitated
development and
improvement
workshops

Attendance at
Cumbria
Production
System
Awareness
Sessions
by organisation



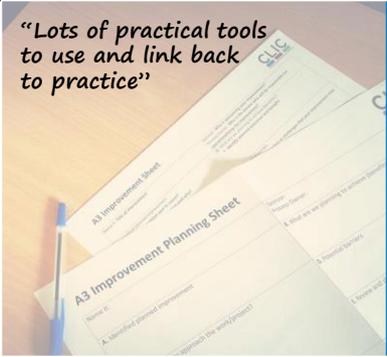
- CCG (14)
- CPFT (92)
- CCC (1)
- NCUHT (5)
- General Practice (7)
- NECS (19)
- UHMBT (0)
- CHoC (0)
- Other (1)



1,690
total contacts with
staff and the people
who use our services

2,107
registered website
users

*"Lots of practical tools
to use and link back
to practice"*



669 people have
attended...
56 CLIC core
training sessions

I have an idea!
CLIC can help
you grow your
improvement
ideas



www.thecliv.org.uk/cliv/i-have-an-idea

Gaining momentum

Over the last six months, we have continued in our work to drive a positive transformation in health and care across Cumbria, focusing our efforts on **learning from and with each other**, **practicing continuous improvement**, and **developing leadership skills**. In the spirit of 'just do it', we have tried to be as helpful as possible, supporting individuals and teams with their fantastic ideas. As a result, the principle that 'we all have two jobs' (*to do our job and to improve our job*) is beginning to spread, with more and more health and care staff across Cumbria and the Morecambe Bay area working to change the way we do things around here.

After being awarded **£557k** in funding by Health Education North West, we launched the Clinical Nursing Skills Programme earlier this year, with the team taking up their posts throughout May and June. Since then, working closely with the University of Cumbria we have facilitated **31** workshops delivered to **380** registered nurses, with **146** receiving practical follow-up support in their workplace to embed learning.

The feedback we have received has been incredibly positive, with the benefits so far including: nurses' increasing confidence in reflective practice; active engagement in their Continuing Professional Development; and the building of networks across organisations.

In September, the programme reached **1,000** bookings, equating to **1 in 5** nurses working in Cumbria. Our goal is to increase this further over the next six months.

In June, we launched version two of the Cumbria Production System (CPS) Toolkit, bringing together even more useful, evidence-based improvement methods into one easy-access, open online resource. These tools are the best of what we know, developed by health and care staff for health and care staff – for use at *every* level.

The toolkit has formed the foundation of our work supporting service improvements, which has been a key feature of our activity over the last six months. In addition to **11** Cumbria Production System sessions, we have facilitated **42** improvement workshops, reaching a total of **569** staff across health and care in Cumbria and the Morecambe Bay area.

We plan to continue with this work into the second half of the year, coaching and empowering staff and the people who use our services to collaborate, innovate, and continuously improve things for the better.

In August, we led a successful application to the North West Leadership Academy, which will enable us to build capability and capacity in the local system to develop a coaching culture. In addition to the **4** leaders who will be trained in coaching principles, the grant of **£3,000** received will facilitate the sharing of learning amongst their senior colleagues, enabling individuals to lead by example, cascading these behaviours and practices throughout the entire workforce.

This programme will support our recent work with health and care staff to develop a new three day course, which we are calling 'Improving Leaders'. These in depth sessions will build upon the **6** introductory 'Making and Impact' workshops we have held over the last six months, which **50** staff have attended. The pilot will begin in the Autumn, with more dates to be scheduled throughout 2016.



Our objective is to help you succeed – we are all CLIC



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