

The Strategic Peer Support (SPS) Programme

Supporting senior clinical leaders to strengthen their leadership capabilities and deliver lasting quality improvement

Frequently Asked Questions (FAQs)

1. How long does this programme last for?

The SPS programme, a new venture from [FMLM](#) and [NHS Improving Quality](#), commences in January 2015 through to September 2015. A celebration event will be held during late autumn, date to be confirmed.

2. Who should I contact if I have any queries now or throughout the programme?

For any queries or questions relating to the SPS programme, please contact FMLM by emailing gareth.davies@fmlm.ac.uk or calling 0203 075 1377 or NHS IQ via Liz Maddocks-Brown, NHS IQ Senior Manager on 07734 756980.

3. What does the programme consist of?

The programme commences in January through to September 2015. To fully realise the benefits of the SPS Programme participants are encouraged to attend:

- The virtual orientation session on the 28 January 2:00pm – 3:30pm and also the launch event at the FMLM conference in Manchester on 23 February 2015.
- The formal programme will commence following the launch event in February, and participants are required to attend three essential development days held on 18 March (London), 8 July (Leeds) and 16 September (Midlands/South) 2015. These days give the opportunity for the peer network to come together to learn, share and problem solve.
- Peers can expect to take part in six to eight peer support sessions (two to three hours per session). These sessions may be held either face to face or virtually to meet the needs of the pairs.

4. What is the time commitment involved?

Peers will be expected to attend the three development days outlined above, which will be full days. They will also be expected to meet between six and eight times over the duration of the project.

In total, peers will be expected to commit the equivalent of five and a half to six and a half days over the programme timeframe, plus additional time for reporting/feedback on the programme, which NHS IQ and FMLM will attempt to keep to a minimum.

5. What level of support can I expect?

FMLM and NHS IQ will be able to provide peers with the following support:

- (i) FMLM's Quality Improvement Lead and Membership Officer will be on hand to provide support with complex Quality Improvement issues peers wish to address, plus day to day queries and support requirements for the scheme (expenses, diary management, resources etc)
- (ii) FMLM regional leads will also be on hand to provide guidance and advice, particularly with local issues peers may be facing

6. Where will the peer to peer sessions take place?

The peer to peer sessions will be held either face to face or virtually to accommodate the needs of each of the pairs. The location of the face to face meetings will be agreed by each pair upon matching and commencement of the programme.

7. When will the peer to peer sessions take place?

The peer to peer sessions will be held six to eight times throughout the duration of the programme, on agreed dates which the pairs will agree upon matching.

8. Where will the three regional development days take place?

The three essential regional development days will be held in 2015, on the:

- 18 March - Ambassadors Hotel, Bloomsbury, London
- 8 July – The Met Hotel, Leeds
- 16 September – Venue to be confirmed (Birmingham)

All the venues, locations and agendas for the days will be confirmed with the participants throughout the programme.

9. Will expenses be paid?

NHS IQ and FMLM will meet the programme costs and one night accommodation for each of the development days where required.

- Where accommodation (bed and breakfast) is required, peers can claim up to £150 within London, and up to £100 outside of London
- Participants are responsible for organising and booking their own accommodation and where possible the programme team will circulate details of hotels with preferential rates
- Expense claims for accommodation can be made and submitted to FMLM via the form in the welcome book (Appendix 1)
- We ask that you liaise with your organisation further for support to cover travel expenses, if available

NB. We would be willing to discuss exceptional circumstances with you, where necessary.

10. Will overnight accommodation be provided?

To ensure the cost effectiveness of the programme, we will not be able to reimburse overnight accommodation for the peer to peer mentoring sessions, unless in exceptional circumstances and on a case by case basis.

11. What will be expected of me as an 'expert' peer?

The SPS programme will expect 'expert peers' to:

- have a strong commitment and interest in quality improvement, and commitment to being part of the SPS programme, including making sufficient time made available for the SPS programme
- be able to challenge the peer in a constructive manner, to help them develop insight, achieve results and become more proactive in delivering lasting quality improvement
- be able to take a long-term view and support the peer in identifying possibilities and solutions to challenges they currently face
- be innovative in their ideas and propose alternative ways of thinking and delivering
- be self-aware (understanding the effect of one's own mood and actions on others), sensitive and empathic to the peer
- be able to foster an open, non-judgemental climate for discussion
- be reliable, trustworthy and maintain confidentiality
- be willing to share experiences and lessons learned, for the benefit of other medical leaders and future participants of the scheme if the pilot is extended

12. What will be expected of me as a peer being supported?

The SPS programme will expect peers being supported to:

- have a strong commitment and interest in quality improvement, and commitment to being part of the SPS programme, including making sufficient time made available for the SPS programme
- be open to being challenged by the 'expert peer' in a constructive manner, to help them develop insight, achieve results and become more proactive in delivering lasting quality improvement
- be able to take a long-term view and work with the 'expert peer' to identify possibilities and solutions to challenges you currently face
- together with the 'expert peer', come up with innovative ideas and propose alternative ways of thinking and delivering
- be self-aware (understanding the effect of one's own mood and actions on others), sensitive and empathic to the 'expert peer'
- be able to foster an open, non-judgemental climate for discussion
- be reliable, trustworthy and maintain confidentiality
- be willing to share experiences and lessons learned, for the benefit of other medical leaders and future participants of the scheme if the pilot is extended

13. How has my expert peer been chosen?

NHS IQ and FMLM formed a panel to look closely at the needs and experience of peers, and match them accordingly with suitable expert peers.

14. What happens if my SPS partnership doesn't work – or we find we don't have a good match?

Both expert peer and peer will agree on a Terms of Reference at the start of the partnership to ensure both parties have a clear understanding of their commitments.

In such situations where the partnership is not working, NHS IQ and FMLM will work closely with both expert peer and peer to identify where problems may have arisen and see if the working relationship can be resolved.

If the situation cannot be resolved, NHS IQ and FMLM will look to see if alternative Expert peers/peers can be arranged, or if not, defer the partnership to the following year, depending on whether the programme goes forward. This will not be applicable if it is agreed that the expert peer or peer has been acting in an unacceptable way, contrary to the aims and objectives of the SPS programme.

15. What resources will be available to me throughout the programme?

[The Chartered Quality Institute](#) (CQI) is the professional home for quality. With 10,000 members, peers on the SPS programme will be able to draw on CQI's network. CQI will also contribute resources and knowledge management to the programme

[BMJ Quality](#) has a well-established global publishing and virtual platforms. They have a strong focus on the delivery of service improvement, particularly supporting clinical leadership. BMJ Learning will be contributing their online learning capture and improvement project tool, as a free resource for peers, and these will be published in BMJ Quality.

[FMLM](#) encourages those on the scheme, who are not already FMLM members, to apply for membership to FMLM. Membership to FMLM includes discounts to FMLM's regional and national conferences, exclusive access to online resources including webinars, and the opportunity to register for FMLM's Careers Service (run in partnership with Hunter Healthcare

16. What can I expect?

FMLM and NHS IQ will be able to provide peers with the following support:

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- (ii) FMLM regional leads will also be on hand to provide guidance and advice, particularly with local issues peers may be facing.

Updated: 9 March 2015