

Better Training Better Care

#1 What does good leadership look like?

Mid Cheshire Hospitals NHS Foundation Trust pilot project focused on improving one of the most perilous procedures in medicine – handover of care. The project sought to enhance the handover process with specialised educational events for doctors in training, a formalised handover procedure and a new electronic handover tool. Improved patient safety, improved team satisfaction and increased out-of-hours efficiency were all demonstrated at completion.

Key themes

Mentoring – can be pivotal to the success of the project lead and therefore the success of the project. Identify the right champion who will provide support throughout the process. Good leaders support and encourage all members of the team but in turn build networks where they can receive support and encouragement.

Staying power – barriers are inevitable and resistance to change is a common finding, cultural inertia is often one of the biggest barriers to face. Solutions can include:

- beginning with a small pilot project and perfecting the processes
- starting in areas which are more receptive to generate initial momentum
- maintaining an overall vision throughout of what you are trying to achieve.

Collaboration – everyone has a role. Utilising and engaging your team well will significantly improve the likelihood of overall success. Be aware of the range of capabilities and abilities throughout the group and use these in alliance to achieve the overall strategy.

Top tips

Start small and simple, get the process right in the beginning.

Maintain an **overall vision** of what you are trying to achieve.

Maintain **humility**, listen to others and be prepared to change track when necessary.

“Trainees use handover to share learning bites, making every moment count as a training opportunity.”

Trainee doctor, Better Training Better Care pilot project participant

Resources

Royal College of Physicians, *Learning to Make a Difference*: www.rcplondon.ac.uk/projects/learning-make-difference-ltmd

Health Education England, NHS Employers, *Matrix Knowledge - Better Training Better Care*: www.hee.nhs.uk/sites/default/files/documents/Matrix-Knowledge-Report.pdf