

# FIT FOR PURPOSE:

**“The critical goal is more responsive services that deliver better outcomes for people.”**

*This course has proved transformational for the leaders and managers that have attended it. It has supported them to make a difficult transition at a critical time in the NHS. It recognises the increased demands being placed on managers and leaders to make highly complex service decisions in the context of competing patient demands and competition from third sector providers. It addresses issues at the heart of good clinical governance and effective service management, including successful contracting, responsive services design and delivery, effective financial and risk management and clear service outcomes.*

## AIMS OF THE PROGRAMME

**To support leaders in the Allied Health Professions to position themselves effectively in the new NHS marketplace and to demonstrate that they can deliver the services that the public want and that commissioners will purchase.**

## LEARNING OUTCOMES: By the end of the programme, participants will have:

- increased skills in negotiating and influencing commissioning decisions and contracts
- increased confidence in the principles underlying their service decisions and, therefore, in communicating their decisions to others
- increased confidence in facilitating and enabling changes in practice in their staff
- increased confidence in dealing with public demands and in managing the boundaries of service delivery
- increased skills in supporting each other to ensure sound clinical governance

**PROPOSED PROGRAMME:** Programmes and workshops can be refined and adapted to meet the individual needs of your organisation/team/locality. A broad outline includes:

- **Module I: A two-day workshop** including taught elements and group work covering:
  - ❖ Contracting for outcomes as well as inputs
  - ❖ Principles of caseload and workload management
  - ❖ Principles of effective service design for optimal decision-making
  - ❖ Duty to the Public – what we are here to do
  - ❖ Management of Risk in the context of limited resources
  - ❖ Innovation in the context of limited resources
- **Module II: A follow-up two-day workshop** (scheduled 2-3 months later) covering:
  - ❖ An opportunity to revisit and troubleshoot issues arising from implementing the principles in Module I
  - ❖ Creating responsive systems and reflective services
  - ❖ Setting up systems to ensure ongoing support for leaders in this area

**FACILITIES:** The following facilities will need to be provided by the organisation commissioning the workshop and should include:

- a large room (big enough for break-out groups)
- an LCD/powerpoint projector (we will provide a laptop) and flipchart
- photocopying of handouts
- refreshments as appropriate.

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**PARTICIPANTS:** Suitable for **Managers and Team Leaders** from any professional group within healthcare (ideally from a single organisation or locality).

**COSTS:** Fees include **four days** tuition

**Up to 6 participants (single-handed facilitation):** £4,800+ £720 VAT = **£5,520** plus travel and accommodation (for 4 nights) for one person + VAT

**Up to 12 participants (double-handed facilitation):** £6,800 + £1,020 VAT = **£7,820** plus travel and accommodation (for two people for 4 nights) + VAT

***We advise against more than 12 participants, to ensure best learning outcomes- any additional participants will be charged at £660 per person(incl. VAT) to an absolute maximum of 15.***

**A FACILITATOR will be allocated to your course according to the dates agreed:**

**Kate Malcomess** is an independent consultant, specialising in clinical and organisational systems. She is a national expert on evidence-based practice and reflection in clinical and management practice and has an extensive reputation as an effective speaker, facilitator, mentor and coach with 11 years experience of post-graduate teaching (locally and nationally) across disciplines. She is best known for her work in *Reflective Practice* and for the *Malcomess Care Aims Model*, a framework for clinical decision-making and reflection, which is being used by a large number of services, teams and organisations in the UK and abroad to support Clinical Governance.

**Janet Wilson** is a highly skilled manager, trainer, consultant and coach with international experience across private, public and voluntary sectors. Her work as a marketing executive and teacher of business studies has given her a clear insight into the issues facing managers in the public sector in positioning themselves effectively for the future. She has a deep interest in the use of reflective practice as a way of supporting excellence and expertise. Janet is a Master Practitioner in Neuro-Linguistic Programming (NLP), a qualified NLP Coach, a trained facilitator and a Life Coach. She also has training in Group Analysis. Janet runs her own coaching business and has worked as an associate for Kate Malcomess Consultancy Ltd since 2004.

**Pauline Beirne** has worked in the NHS in Scotland for 25 years as a clinician and a manager and has 6 years experience as a trainer and consultant. Her role as director of Allied Health Professionals for three years in a city-wide children's Trust has equipped her with a broad overview of the diverse competency-base of this staff group. Pauline's intense interest in reflective practice has led to her studying the impact of reflective practice on the decision-making skills of Allied Health Professions. Having headed a large children's therapy service for the last 10 years, Pauline has extensive experience of management systems in the NHS and service redesign and review and has worked closely with several services to facilitate service redesign. She runs her own consultancy company and has worked as an associate trainer with Kate Malcomess Consultancy Ltd since 2003.

**BOOKINGS:** Please contact Kate on **020 7820 0172** or **KateMalcomess@aol.com** to discuss your requirements and/or to make a booking.