

The Kent & Medway Primary Care ICS Transformation Programme

The Context

Health & social care has been transformed across Kent & Medway during the last 18 months of the COVID-19 global pandemic. This has not happened in a planned strategic way, but in a reactive all-hands-to-the-pump kind of way. There have been many successes and many costs. Digital transformation has taken centre stage particularly in Primary Care. The model of delivery has changed for every single GP practice, with rapid deployment of new technologies and a requirement to learn on the job.

“Let us not just re-start, but re-imagine”

What now? There is a golden opportunity to take some time out to take stock, reflect and continue the journey into a new normal. To not return to how we did things before, not just restart services as they were, but re-imagine what a new health & care service might look like.



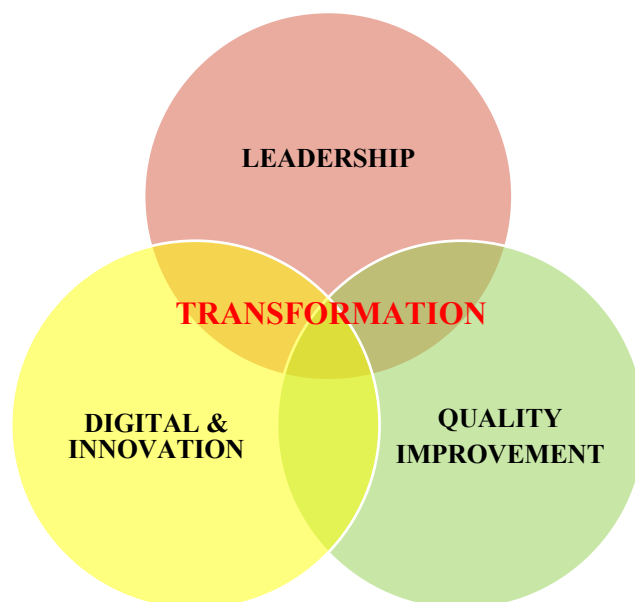
Digital is always on the frontline of innovation, but how do we take our frontline people with us?

Across Health and Social Care new pathways have been developed, new ways of working established, leaders have stepped up, some without formal titles, and others without formal training. How can we ensure we bring our people with us, and catch up those who we've left behind? A hybrid part virtual / part in-person future beckons, but what are the rules of engagement and how can we impart that knowledge in a VUCA (Volatile, Uncertain Complex & Ambiguous) environment?

This programme attempts to model the hybrid future bringing together the 3 pillars of Leadership, Digital & Innovation and Quality Improvement.

We will have the conversations that no one is having, pull apart the things that people believe are too difficult to pull apart and we will inspire our delegates to make a real difference to person centred care, enabled by digital.

Our Three Pillars for Primary Care Transformation



Leadership

Developing Self
New Power & Politics
Difficult Conversations
Motivation

Digital / Innovation

Digital Literacy
Hybrid Environments
Design Thinking
Co-Creation

Quality Improvement

Human Centred Design
Agile/Lean Methodology
Pathway Redesign
Evaluation

Delivery Ideology

Time is our people's most valuable resource. We will respect this by delivering a part time, part-synchronous & asynchronous hybrid programme to a multi-professional primary care audience spanning health and social care. We will role model new ways of delivery to maximise learning.

Running over 10 months, starting in November 2021, with one half dedicated day per month away from the frontline and working towards a collaborative real world project. This will be peer supported by a virtual community to share ideas during the programme, and ensure sustainability after each cohort is finished.

A practical, inclusive, real-world focused programme. We will conduct an in-programme evaluation and create a network of changemakers who will be primary care champions for the Integrated Care System going forward.

Learning Outcomes

- Understand leadership trends for the 21st century and apply them to sustain new ways of working.
- Understand virtual learning and how to increase effective virtual meetings and collaboration.
- Improve digital literacy and awareness of digital tools used in primary care including those used in the care sector as part of the wider primary care team.
- Understand the importance of creative thinking and innovation to think and do differently.
- Understand what meaningful co-creation is with human centred design
- Learn and apply quality improvement methodology to improve existing processes.
- Deliver a collaborative service improvement project led by the delegates' workplace.

- Empower the delegates with tools and support networks to make a positive difference to patient care across the system

Expressions of Interest please email with your name, role & location to:

allison.allen@canterbury.ac.uk

NB. Applicants must:

- *work within primary care, either clinical or non-clinical, in Kent & Medway. Applicants do not have to have a formal leadership title.*
- *sign a learning agreement to commit to the full programme as places are limited and we wish to maximise our places for our people.*