

**Calderdale and Huddersfield NHS  
Health Communities**

**THEORY INTO ACTION  
EVALUATION**

**COHORT 1 – JULY 2008**

<b>Session content</b>	<b>Essential</b>	<b>Useful</b>	<b>Not useful</b>	<b>Please specify</b>
<b>Workshop 1:</b>				
New leadership competencies	10	5		
Systems thinking:	8	4		Useful to review as already covered outside course
• Customer	8	5		Useful to review as already covered outside course ? Patients the focus for the NHS
• Redesigning processes	9	6		Useful to review as already covered outside course
• Waste	11	4		Useful to review as already covered outside course
• LEGO game	10	4		
Getting the daily work done (learning loops game)	8	3	1	Missed Didn't make a big impact of the important of measurement
Conference call 1	1	2	7	Missed it but didn't feel I missed anything Couldn't attend Unable to do Unable to take part
<b>Workshop 2:</b>				
Patient & Public Involvement	7	4	3	Great session to remind why we're doing all this! Have covered this in the past and found it very useful to revisit Didn't see the point of the person who came to see us- sorry
Developing Championship Teams	9	6		Really practical tools/techniques Have covered this in the past and found it very useful to revisit
Breakthrough improvement:	7	5		Really practical tools/techniques Have covered this in the past and found it very useful to revisit
• Creativity and Innovation	10	5		Re have covered this in the past and found it very useful to revisit all practical tools/techniques Need longer on this subject Longer spent on this subject would be good
• Making decisions jointly	10	3		Really practical tools/techniques Have covered this in the past

				and found it very useful to revisit
Keeping track - measurement of improvement:	6	6		Really practical tools/techniques Have covered this in the past and found it very useful to revisit. Have covered this before it is useful to the course but it does require more time to fully understand and be confident. BUT I wouldn't want any more time devoted to this on the course
• Basics of data	5	10		Really practical tools/techniques Useful review Have covered this in the past and found it very useful to revisit Have covered this before it is useful to the course but it does require more time to fully understand and be confident. BUT I wouldn't want any more time devoted to this on the course
• SPC practical	5	8	2	Really practical tools/techniques Useful review Theory was useful but computer wouldn't work Couldn't attend for practical Have covered this in the past and found it very useful to revisit Already done but useful to others Have covered this before it is useful to the course but it does require more time to fully understand and be confident. BUT I wouldn't want any more time devoted to this on the course But for me only a refresher
Conference call 2	1	2	7	Not sure what added value was Unable to do Unable to take part Wasn't able to participate
<b>Workshop 3:</b>				
Working collaboratively	11	3		Really thought provoking and relevant to me Very interesting and thought provoking very enjoyable
Applying and sharing ideas	10	4		Really thought provoking and relevant to me Very interesting and thought

				provoking very enjoyable
Sustaining improvement	9	4		Really thought provoking and relevant to me Very interesting and thought provoking very enjoyable
<b>Resources provided:</b>				
The Leader's Handbook	10	2	2	Excellent resource
Improvement Leader's Guide	7	5	3	Already got, did not use
Thinking Differently	10	5		Excellent resource
Going Lean in the NHS	7	7	1	Already got, did not use
Sustainability model and guide	9	6		
Rucksack/paper/pens etc	7	8		Well received but unexpected. Perhaps a cheaper bag alternative (bag for life?), a few pens plus books and paper. Useful but not essential

**Anything we missed out, or anything else you want to tell us:**

Even though I missed out sustainability & sharing ideas I feel these are essential to include I really enjoyed, was motivated & learnt a lot from the whole programme which I will be able to apply in my practice  
In addition the networking & conference calls were of great value to me personally in my new role  
Thank you all for making it practical & fun!

Its something about making sure the course is more about how to support improvement rather than about the techniques per se. I found the 2<sup>nd</sup> and 3<sup>rd</sup> workshop more useful.  
A lot of the benefits for me were having Sarah's experiences to learn from and picking up her tips which weren't always explicitly part of presentations.  
Shorter gaps between sessions and/or groups of colleagues to support each other.

Excellent course. Very useful and informative. The anecdotes really add value. Would highly recommend. As above, two of the books were excellent resources which will be used for many years to come, thank you.  
One comment – sometimes difficult to relate to commissioning of services rather than service provider but this was worked around well. Good mix of people.

Would like to have a number of people (2 or more) from PCT to be able to bounce off ideas share experiences and support each other back at base. Found the revision/reflection very good ie crossword but especially the work around identifying (10) questions for groups and will definitely use this in future training in house.

Coming along for just half a day with a long distance to travel was difficult.

Probably debates for and against subjects.

The networking and understanding of other roles was very important.

On the whole I have found the course extremely enjoyable and very useful and interesting. My only criticism is the time lapse between workshops. Many thanks.

If workshops were closer together the conference calls would not be necessary. I have PPI remit

and have learned nothing from this session.

If there is anything in place which the group can provide to support individuals in the future 'email learning set'.

2x2 day sessions would be better for me from a work perspective (4wks in between).

The time scale between the workshops I felt were too long – difficult to get 'back into the mode' of the course. Application of truly putting the Theory into Action in a more practical way would have been good. Initial expectation were that this would be an opportunity for 'teams' from 1 area to be able to work together on departmental project – in practise this didn't occur.