



# Exploration of organisational learning through coaching

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## Patient Safety and Team Coaching

- Team Coaching was used to support the introduction of the NPSA Safer Surgery Checklist in Vascular Radiology
- In addition the approach has energised the multidisciplinary management team to raise the effectiveness of their team collaboration and leadership



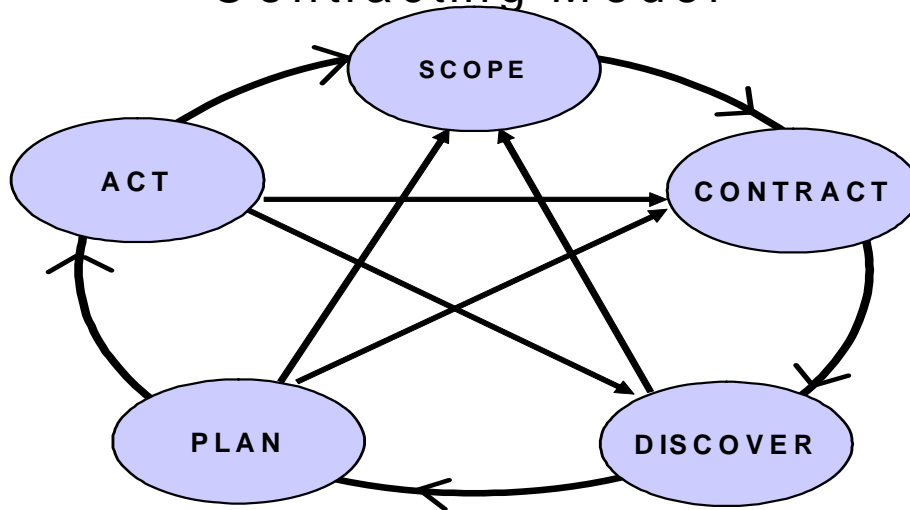


## Workshop session

- The session aims to provide an insight into the challenges, pitfalls and successes from coach, coachee and service perspective



# LTHT TEAM COACHING Contracting Model





## Scope

- Objective - to implement Safer Surgery Checklist
- Organisational Development
- Service Lead
- External coach
- Internal coach
- Multidisciplinary team





## Contract

- Internal & external coach
- 3 service managers
- 1:1 session with external coach and each manager
- 6 x 3 hr sessions – Team Coaching





## Discover

- Intervention and discovery
- Analogy
- Drawing exercise
- Challenging questions/assumptions





## Plan / Act







## Outcome of Primary Objective

- Safer Surgery Checklist - cascaded by managers prior to implementation to all disciplines
- Pilot checklist (National) for Radiology
- Benefits - staff feedback, patient experience, service perspective





# Challenges





# Pitfalls





## Evaluation

- 2 feedback sessions during Team Coaching intervention with both coaches and primary client
- Evaluation session with team, lasting two and a half hours





# Successes





# Conclusion

