Response to NHS Chief Executive’s Open Call for Evidence and Ideas

Respondent ID: 295

Organisation name: Enabling Environments

Type of response: Online
Respondent ID: 295

Your name (completed by): Dr Susan Williams

Email: susanbwilliams@gmail.com

Organisation name: Enabling Environments

Organisation name:

Please choose the description below that best fits your organisation’s main role:

- Academic Institute

What can the NHS and NHS Commissioning Board learn from national and international best practice to accelerate the pace and scale of adoption of innovations throughout the NHS?

1) Quality through collaboration rather than performance management
2) Fair Trade and concepts of social justice

What specific actions do you think national NHS bodies, such as the NHS National Commissioning Board, need to take to encourage and stimulate the successful and rapid adoption and spread of innovations throughout the NHS?

- Encourage and support innovative and non-persecutory quality initiatives, such as the Royal College of Psychiatrists' ENABLING ENVIRONMENTS quality mark. This is one of a number of quality networks run by their CENTRE FOR QUALITY IMPROVEMENT, in a way that encourages participation and striving for excellence - rather than the demotivating forces of normal NHS performance management.
- Participation by these groups in helping to review and continually improve the standards themselves. And become involved in the process itself (eg by training as reviewers), so contributing to the breadth of the stakeholder base.

Do you have any further comments about accelerating the adoption and spread of innovation in healthcare?

Environments (psychological) are crucial to generating excitement, enthusiasm and motivation for innovative system changes.

The ENABLING ENVIRONMENTS quality mark could work on two levels:
1) by making a clinical service ‘facilitative’ for personal growth of its clients, and
2) by ensuring that organisations’ management structures understand the relational qualities needed for effective innovation.

We would like to be able to follow up interesting comments and case studies. Can we contact you for this purpose?
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you want to be kept in touch with the next steps in this process?</td>
<td>Yes</td>
</tr>
<tr>
<td>Do you want to be included in a wider community of interest?</td>
<td>Yes</td>
</tr>
<tr>
<td>What specific actions do you think local NHS bodies, such as providers and Clinical Commissioning Groups, need to take to encourage and stimulate the successful and rapid adoption and spread of innovations throughout the NHS?</td>
<td>Recognise, and ultimately expect, such quality marks for all their mental health services.</td>
</tr>
</tbody>
</table>