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

Respondent ID: 236

Organisation name: Steve Turner Innovations

Type of response: Online
Respondent ID: 236

Your name (completed by): Steve Turner

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Telephone: 07968 076223

Organisation name: Steve Turner Innovations - Community Interest Company

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

Other

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?

This will help improve shared decision making, and reduce paternalism. In the UK our paternalistic approach to health care sometimes means clinicians waste time (and money) with inappropriate interventions, because we haven't listened to what the patients are telling us.


BMJ 319 : 719 (Published 18 September 1999) Editorial Paternalism or partnership? Patients have grown up“and there’s no going back Angela Coulter, executive director, policy and development (acoulter@kehf.org.uk)

Give the change management skills a higher profile and recognise that tackling the softer issues; whole systems working and creative thinking make a real difference.

See: NPC Improvement tools skills and techniques http://www.npc.co.uk/elearning.php

Empower clinicians at all levels.

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?
Give more priority to developing patient and public involvement.

Ensure new legislation does not weaken current arrangements.

Be open about the need for a less paternalistic approach.

Be more open about current inefficiencies and unacceptable variations in practice across England.

Provide more incentives for patient centered services across the patient's journey.

An increased focus on patient and public involvement will help encourage joined up services.

Much of what I am suggesting exists. One of the main difficulties seems to be translating the vision into action. One solution could be to incentivise middle managers to think and act more creatively.

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

I am currently working with partners to set up a project to involve users of mental health services directly in training of staff. (This is a potential route to employment).

This project:

Service Users delivering training - a pilot project is proving very successful

Individual and Group sessions with users of services to identify what works and document some scenarios (The individual sessions aim to engage those who would not normally attend groups - these people are usually missed out!)

A Theatre Forum where trained actors act out and and work with these scenarios - for staff and users of services (a similar approach to that used in industry)

Developing and implementing a mechanism for feeding this work into service development.

This project has been inspired by my work as an Assertive Outreach Professional where I had the privilege of working with Service Users who had overcome serious mental illness, and found ways to engage with services.

I am looking for a funding source for this.

my details are at: www.stnov8.co.uk

**We would like to be able to follow up interesting comments and case studies. Can we contact you for this purpose?**

Yes
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<tr>
<th>Question</th>
<th>Response</th>
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<td>Do you want to be kept in touch with the next steps in this process?</td>
<td>Yes</td>
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<td>Do you want to be included in a wider community of interest?</td>
<td>Yes</td>
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<td><strong>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?</strong></td>
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<td>Review patient and public involvement and ensure it is appropriate.</td>
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<td>Divert resource into inter-organisational working (to prevent re-inventing the wheel, so common in the NHS!)</td>
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<td>Adopt a 'whole systems' approach.</td>
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