**https://www.fitzii.com/go/what-its-really-like-to-transition-into-self-management/Meeting Notes Friday 8th February**

Join from PC, Mac, Linux, iOS or Android: [https://zoom.us/j/426753549](https://www.google.com/url?q=https%3A%2F%2Fzoom.us%2Fj%2F426753549&sa=D&usd=2&usg=AFQjCNGH8QxQH-qtZEr6zD7NaLwYaDGS9A)

**Apologies:**

**Present:** Matt Bell, Jane Pightling, Helen Davis-Cox, Neil Dunford, Andy Brogan, Helen Sanderson, Kevin Snowball, Sian Dellaway, Annie Francis

**Check in** *5 mins*

Recommended reading: Bob Marshall - Hearts over Diamonds

Getting to maybe - Westly Zimmerman & pattern

Radical Help -

speak free -

**Learning discussion** *55mins*

**Kevin** - really great example of new ways

Meeting reoccurs every 4 or 5 months about the challenge of finance, scheduling, handy-person not al on same page. This week we were talking about improvement and there was more collaboration so we were talking more from a customer focus point of view. Observations of change

* humility
* customer focus
* no one then made mileage on someone’s error

The conversation happened because Kevin called a meeting, how can we encourage these conversations to happen more organically ?

Obs & clarification -

* Is the problem that it doesn't need to be an authority figure that calls the meeting?
* What data and prompts are being used to promote this conversation?
* Ensure data and structured reflective practice to prompt the issue being raised.
* How do the teams meet, are they big or small?
* Function- fulfilling a function in sensing that there is a disjoint, where does this sit now
* Has the organisation a clear aim to unify the whole
* Does the Drama Triangle help here?
* Name the habit of discussions that recur
* How can we bring up issues that are difficult - regular team meetings or surveys

Insights to take forward - will think about these in context. Thank you.

Can we close this loop next call with a brief feedback on what was tried.

**Helen S** - addressing a poor public rating in self-management. Team asked for assistant not to be put on shift with them anymore and asked team leader to address this. person has scored this on glass door as a bad experience and given extensive feedback on her experience. Took a screenshot and sent to Michlelle the team leader. How do we live our values and address this. How do I respond publicly to this. In a hierarchical org I would respond on my own.

* common problem experienced so can ask team to post alternative views
* how do we optimise learning from it, separate outcome from process
* how do we respond publicly and take t the team
* need to allow space ot take to the team
* need to share with team and accept they may heel bad
* if happy with process then everyone will reinforce this and we know this doesn't suit everyone and will choose to leave
* reviews are mixed even in the best restaurants and public know this
* How have the values of the individual been compromised?
* Is it a problem just because it’s public
* Tripadvisor experience - powerful in the way a company responds
* Usually such a visceral reaction is because you have compromise someone's values, what values have you compromised?
* All publicity is good publicity you are very good at creating videos so maybe you can record ao conversation and publicise this?

Insights to take forward - feels different because it is public and will ask team to craft response with me. How do I live values in how we respond?

**Annie** - how to maximise the positives and benefits of what has happened - legacy

When something major happens and dream comes to an end it conjure mixed emotions. Difficult media stories but have agreed with CCG to not comment but say concentrate on transfer of women. This vacuum has been filled by secultation etc. More positive aspects are support form NM customers and people who have worked with them. Complex interrelated reasons as part of a complex system. Will be a review which Annie hopes will be shared . Case study in 10 year plans has now been removed.

Annie wants to influence this bt not sure how process will play out. How can we have open and honest conversations. Feel angry and wants to control this but be able to share the truth about how it was experienced. Anxious about accusations on “business acumen” .

Needs to be helpful for everyone

* Jane can send information about the process <https://improvement.nhs.uk/documents/2087/after-action-review.pdf>

<https://www.cebma.org/wp-content/uploads/Guide-to-the-after_action_review.pdf>

<http://www.knowledge.scot.nhs.uk/mms/blogs/mms-comms-and-events/after-action-review-notes.aspx>

* Feeling of powerless, wil this process allow me to speak and be heard
* Anxiety about controlling the emotion -legitimising and honouring emotion
* Shared experiences from others in the group- empathy for Annie in this situation
* Produce chronology of what happened - Annie being clear
* Use emotion. What sort of timecale is this planned within? It cna take a couple of months t create the narrative for this. Allow space t not think about it and grab thoughts as they come along
* Have someone in the room with you who will not get emotionally bound up by it.
* What do you actually really want to get out of this- for you, the NM and the wder system. If you can recognise things you could do better may help others to step up in this way too.

Insights- not sure of timeline but will to do it fairly quickly. Keen to take on board point about what could have done differently/better. On twitter there is a thread which is difficult to ignore as NM knows can make continuity of care and make it work. Need to have midwives give their views and will be going with chair of board.

**Tactical** *20 mins*

*Actions from Dec meeting- as workstream owner please update the table before the meeting and be prepared to ID next steps and step owners*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Workstream* | *Next steps* | *Step owner* | *Notes* | *Done* | *Wkstrm Owner* |
| *Knowledge harvest* | *Review & Mind Map themes* | *MB* |  |  *yes* | *MB* |
|  |  |  |  |  |  |
| *New SIG members* | *Contact Mark Hall RSA**conversation arranged 28/11* | *JP* | *propose accept* | *9/11/1828/11* | *MB/JP* |
|  | *Gary Wallace*  | *MB* |  |  |  |
|  | *Natalie Palmer* | *JP* | *propose accept* | *27/11* |  |
|  | *Theresa Weldring* | *JP* | *via Q web* | *12/12* |  |
|  | *Helen Davis-Cox* | *JP* | *via Q web* | *7/12* |  |
|  | *Jeanne Hardacre* | *JP* | *via Q web* | *28/11* |  |
|  | *Contact Alison Trewhela* | *JP* | *via Q web* | *26/11* |  |
|  | *Contact Neil Dunford* | *JP* | *via Q web* | *26/11* |  |
|  | *Contact Richard McDermott* | *JP* | *Via Q web* | *9/11/18* |  |
|  | *Contact RD* | *MB* |  |  |  |
|  | *Contact Keiran Potts* | *JP* | *Via Q web* | *12/11* |  |
|  | *Contact Lisa Mccloud* | *JP* | *Via Q web* | *12/11* |  |
| *RSA & HF paper* | *Update on funding conversations* | *MM* |  |  *complete* | *MM* |
|  | *Invite Brian as guest to future meeting* | *MM* |  |  |  |
| *SIG funding pilot* | *Email info to JP & MB* |  |  | *9/11* | *MM* |
| *Links to complexity SIG* | *Talk to Esther* | *MB* |  |  | *MB* |
| *Local “Reimaging chapters”* | *Post links to South West group in SIG space* | *JP* |  | *9/11/18* | *JP/MB* |
|  |  |  |  |  |  |
|  | *Communicate to Helen SW Q person* | *JP* |  |  *1/2* |  |
|  | *Put meetings on Q diary* | *JP* |  | *10/11* |  |
| *SIG meetings* | *Redesign plans/notes format* | *JP* |  | *9/11* | *JP/MB* |
|  | *Implement new timings in Dec 1 hour 20/10* | *MB* |  |  |  |
| Next call feedback on learning conversations | *Feedback on what tried and how it went*  | *KS**HS**AF* |  |  |  |
| Breakfast meetup before 19th March conference  | *19th March near to conference venue- AF to find a good cafe*  | *AF* |  |  |  |
| Contribution to March 19th event to share our leanrng | *Jane to contact Anna & Mark to propose addition of “socractic fishbowl”*  | *JP* |  |  |  |

**Tensions arising- build today's**

 **agenda**

**Radical New Models of Public Service** - sharing learning and knowledge harvest

Night before, pre-breakfast,

Talked about NM model and talking about experiences and learning

Is this the most important contribution the CoP can make to this event by sharing authentically the learning from what hasn't worked for us.

Aim for breakfast meet before the conference- 8.30 Annie to find venue

Propose that space in the morning for this conversation - - Jane to contact Anna and Mark - Matt Annie Kevin -” socratic fishbowl “

**Check-out- confirmation practice** *10 mins*

Q1 I am confident in our work together; I believe it is going to achieve something of value.

5 jane

5 matt

4 annie

4 neil

5 kevin

5 sian

Q2 I have influence and ownership in our work together; I feel my voice is heard and valued.

5 matt

5 jane

5 5 5 5

Q3 I am enthusiastic about our work together; I am willing to put my time and energy to it, not just give it my blessing.

5 Jane

5 matt

5 Sian

4

4

4

Q4We are working on the right things; our biggest or most important opportunities or where we have most energy to act.

5 matt

 4 kevin &3 neil sian jane annie

4 sian

4 annie

Q5 We are good at challenging our own perspectives, not living in an echo chamber. (should this be enquiring into as creating broader perspective creates learning).

4 annie

4 matt

4 sian

4 Jane

4 neil

Q6 This group is meeting my needs.

5 annie Jane

5 matt

5 sian

4 kevin

Q7 This group is making the most of my strengths.

5 annie

4 Jane

5 sian

4 matt

4 kevin

[**https://q.health.org.uk/community/groups/reimagining-health-and-care/document/?s=confirmation**](https://q.health.org.uk/community/groups/reimagining-health-and-care/document/?s=confirmation)