

## School for Health and Care Radicals - Module 1 chat box

from Paul Woodley to All Participants:

Good afternoon all, the School session will not be starting for another hour so if you have joined early you may want to mute and minimise the screen and rejoin us shortly before the event. Thank you.

from Joanna Hemming to All Participants:

Hello everyone! I'm joining in from a drizzly Coventry!

from Jodi Brown to All Participants:

I've never said good afternoon to the School before (usually on a morning)...so good afternoon everyone :-)) I'm Jodi @JodiOlden and I'm joining in from home in Oxfordshire. Really looking forward to hearing from you and where you are!

from Kate Pound to All Participants:

Hi all I'm in the office with Pip and Olly today in Coventry. Really excited about our first day back at school!

from Pip Hardy to All Participants:

Greetings everyone - it's great to see so many keen people joining us early! Please can you let us know where you are from and what the weather's like where you are?

from helen bevan to All Participants:

Hello and welcome to the 2016 School for Health & Care Radicals. It's wonderful to connect with a global community of boat rockers. There is so much potential to make a difference together

from helen bevan to All Panelists:

Jon B is in the attendees list. Can we get him on as a panelist?

from julie Gumbrell to All Participants:

Julie Gumbrell, Fareham and Gosport and South Eastern Hampshire CCG - I can see Lamas and Goats from my window!

from @domcushnan DomCushman to All Participants:

Hi Julie I would love to see that photo!

from Kate Merrifield to All Participants:

Kate Merrifield, Salisbury NHS Foundation Trust - The sun is shining!

from Jodi Brown to All Participants:

Julie - Fareham is my hometown!

from @domcushnan DomCushnan to All Participants:

@kate can you share that sun please

from @domcushnan DomCushnan to All Participants:

I have squirrels running around in the garden

from Alison Jones to All Participants:

Alison from Widnes, Cheshire...the new Milk Tray man is from Widnes! sadly i've never met him!

from @domcushnan DomCushnan to All Participants:

Hi @Alison Jones - have the announced him?

from @domcushnan DomCushnan to All Participants:

@Alison Jones I thought i was in for a shot :)

from Alison Jones to All Participants:

apparently he is a fire man from Widnes, according to face book anyway!

from lillian hung to All Participants:

Lillian from Vancouver, Canada, Hello everyone, it's 615 am here

from Alison Jones to All Participants:

sorry Dom!

from Madelon Rooseboom to All Participants:

Hi, I'm Madelon from dark and rainy Amsterdam, but this year not alone but with my colleague change agents in Den Hague!

from wmcintosh to All Participants:

Hi Wendy joining from starry sky Bunbury Western Australia

from Barbara van der Linden to All Participants:

Hi we are Marie Jose, Gerdie and Barbara from ZonMw in Holland, greetings from rainy cloudy Holland, hope we can get some energy from you radicals!!!

from @domcushnan DomCushnan to All Participants:

Good Morning @lillian

from Neil Windsor to All Participants:

Hi, my name is Neil Windsor, Service Improvement Manager at Betsi Cadwaldr University Health Board (the largest Health Board in Wales). I'm calling you from Wrexham, which is literally on the English border (10 miles from Chester) and is the birthplace of Elihu Yale, who founded Yale University in America

from @domcushnan DomCushnan to All Participants:

Hi All in Den Hague - good to have you here

from Pip Hardy to All Participants:

Special greetings to our colleagues from Amsterdam, Australia, Vancouver and Los Angeles!

from Maxine Craig to All Participants:

Hello everyone from a sunny North East of England

from maureen flynn to All Participants:

Hi my name is Maureen Flynn and I am joining with colleagues from the health service executive quality improvement division

from @domcushnan DomCushnan to All Participants:

hi @ Neil i didnt know that!

from @domcushnan DomCushnan to All Participants:

Nice to see you again Maxine - hope you are good?

from Jane Robey to All Participants:

No sound...will have to dial in instead....

from Gordon Quinn to All Participants:

good afternoon all

from Charlotte Smith to All Participants:

Good afternoon everyone

from @domcushnan DomCushnan to All Participants:

Hi Maureen - how many are there with you? \*waves\*

from Maxine Craig to All Participants:

yes looking forward to being here and participating and thinking with everyone

from Jane Robey to All Participants:

Ahh. Now have sound. Hello everyone!!!

from @domcushnan DomCushnan to All Participants:

Hi Jane & Gordon

from Neil Windsor to All Participants:

Hi @domcushnan he's buried in Wrexham church. Bizzarely the Wrexham area was also Harrison Ford's holiday destination last year

from lorraine Armstrong to All Participants:

good afternoon! My name is Lorraine Armstrong - I am sitting in my office at home in Scotland near Stirling - beautiful views of the campsie and ochil hills from here : )

from @domcushnan DomCushnan to All Participants:

\*google searches Wrexham church\* wow that is nice!

from lourda geoghegan to All Participants:

hello everyone - joining from Belfast, looking forward to a great first session.

from lorraine Armstrong to All Participants:

I can't get sound unfortunatley?

from Jane Robey to All Participants:

Hello from sunny Norfolk! Lorraine, I only got sound by logging out and logging back into the webinar.

from dhiraj ail to All Participants:

hello everyone, joining from Norwich, looking forward to this session

from @domcushnan DomCushnan to All Participants:

Hi Lorraine - making us jealous - you got pics?

from lorraine Armstrong to All Participants:

Ill do that thank you

from James Arkle to All Participants:

Afternoon all! Newcastle here, we don't know what the sun is.

from @domcushnan DomCushnan to All Participants:

Hi @ lourda How is Belfast? I am hail from County Down

from @domcushnan DomCushnan to All Participants:

Welcome dhiraj

from Susan Smith to All Participants:

Hi I'm Susan from Mid Cheshire Hospital in Crewe. There is a crater on Mars named after the town.

from @domcushnan DomCushnan to All Participants:

@James - its a mysterious thing

from Ann Rae to All Participants:

hi from Edinburgh - how exciting to be on this first module

from @domcushnan DomCushnan to All Participants:

Welcome Susan Smith - I didnt know that - a crater called Crewe?

from Nottingham University Hospital City Campus to All Participants:

Hi from Nottingham University Hospital

from Tilla Brook to All Participants:

Hi, I'm in Leeds. Been looking forward to this for weeks

from @domcushnan DomCushnan to All Participants:

Welcome Ann - nice to have you here

from Pip Hardy to All Participants:

Hello everyone! We'd love to know if you are participating as a group or an individual?

from @domcushnan DomCushnan to All Participants:

\*waves\* to NUH

from @domcushnan DomCushnan to All Participants:

Me too Tilla

from michele Wood to All Participants:

Hello! I can hear and see everything, but don't appear to have a microphone, so I will type instead.

from carlos to All Participants:

@ruthcarlosmd from Michigan , radiologist

from @domcushnan DomCushnan to All Participants:

@michele apart from the panelists the rest of us are just to type :)

from Sue Manser to All Participants:

Sue Manser

from @domcushnan DomCushnan to All Participants:

ooo nice welcome @carlos

from Jodi Brown to All Participants:

If anyone wants to Tweet during the session, please use the hashtag #SHCR

from Claire Quinn to All Participants:

Hi all - Claire Quinn here from Frimley Health.

from Elaine Smithies to All Participants:

Hi I'm Elaine - working for Macmillan, based in Chester. I've got a cup of tea and some biscuits - hooray! I'm not sure if I know anything interesting about Chester?! Chester Marathon is held here every year!

from maureen flynn to All Participants:

We are spread across the Ireland so we participating from office across the country hoping it will be six to eight people?

from @domcushnan DomCushnan to All Participants:

Hi Sue Manser - where you from?

from pete Williams to All Participants:

Hello from the Emergency Department of Ysbyty Gwynedd (Bangor) in North Wales. It's stopped raining!

from @domcushnan DomCushnan to All Participants:

Welcome Claire Quinn

from Maxine Craig to All Participants:

Hello I am from Hartlepool on the North East coast , we were the first place to be bombed during the first world war bombardment

from Jane Robey to All Participants:

I'm Jane, calling from the Norfolk & Norwich Hospital in Norfolk...which apparently has roughly the same amount of annual rainfall as Jerusalem!

from jan to All Participants:

Jan Ground from KaiserPermanente in Denver Colorado. I lead the virtual care work for the colorado permanente medical group of ~1200 physicians, and am a Helen Bevan groupie!

from Charlotte Smith to All Participants:

Hi everyone Charlotte in Cumbria here. It has only rained once today. this is extremely unusual :)

from Andrew Smith to All Participants:

Hi Everyone, this all so exciting - really looking forward to learning loads.

from Diana Chan to All Participants:

Hi Diana Chan and Helen Collins here. We are from Guildford and Waverley CCG and very excited to be part of this school. We have been involved in quality for many years, and feel this is a great opportunity to enhance our skills in our role of securing quality and safety in our commissioned services. This is currently in an acute, adolescent mental health and soon, community services.

from @domcushnan DomCushnan to All Participants:

That is awesome Maureen - hi everyone

from Elaine Smithies to All Participants:

Really looking forward to learning loads too!

from Lisa Long to All Participants:

Hi Lisa in Beckenham where David Bowie was born.

from Pip Hardy to All Participants:

Hi Jane - and Norwich is A Fine City - according to the signs at least!

from @domcushnan DomCushnan to All Participants:

@Jane that does not surprise me haha

from Jim Rawson to All Participants:

@Jim\_Rawson\_MD Radiologist joining from Augusta, GA USA

from michele Wood to All Participants:

Hello from north London, where the sun is trying to shine through some wind blown clouds.

from Jane Robey to All Participants:

@Pip - it certainly is!

from Tilla Brook to All Participants:

If we're really going for change and innovation I've just decided to have graphene heating installed in my house here in Leeds. Looking forward to constant, cheap warmth

from Jane Robey to All Participants:

Sorry, meant @Dom

from Emily Davies to All Participants:

Hi! I'm Emily Davies, I work for the three East Sussex CCGs quite excited about this webex thing!

from jan to All Participants:

we had 2 feet of snow (2/3 of a meter???) in Denver in the past few days!

from Jonathan Lumb to All Participants:

Three of us engaged here at NHS SBS Jonathan Lumb Graham Ambler and Kath Farmery

from Gerdie van Asseldonk to All Participants:

Hello everyone; we are a small sub-group Dutch participants from the Netherlands Organization for Health Research and innovation! Nice to meet you all!

from jon bryant to All Participants:

Hi All Jo here from near Saffron Walden really excited on your behalf, i was a a student last year and its a very special thing to be part of

from Donna Grier to All Participants:

Good morning, Donna Grier from Edmonton, Alberta Canada. It's -11C here this morning, which for us is lovely!

from Joanna Jenkins to All Participants:

Hi there. I'm Jo Jenkins from Rugeley in Staffordshire - I work for a Housing Association and was recommended this programme on change by my sister who is a Hospice CEO

from Matthew Elswood to All Participants:

Hi Folks, I am from deepest Somerset, exiled in Lichfield, working in Nottingham for Notts Healthcare

from @domcushnan DomCushnan to All Participants:

@jan brrrr and I thought it cold here

from Michael Goodeve to All Participants:



180 Helen! :)

from @domcushnan DomCushnan to All Participants:

welcome everyone who is joining from groups too so nice to see

from Paul Woodley to All Participants:

Good afternoon all from Coventry, at least its not umbrella weather now!

from Michael Goodeve to All Participants:

We're all muted, aren't we? Don't want my typing to put anyone off.

from @domcushnan DomCushnan to All Participants:

Hi Gerdie

from Charlotte Smith to All Participants:

@Donna Grier Wow now that's cold!

from Joanna Hemming to All Participants:

Everyone is muted Michael!

from Julia Parnaby to All Participants:

Hi all, I work for the Alzheimer's Society based in London.

from Kevin Barry to All Participants:

Hi Good morning from beautiful British Columbia in Canada

from Michael Goodeve to All Participants:

@Jo cheers :) Michael here from a sunnish Southampton

from charlotte faraway to All Participants:

Hi Charlotte from East and North Herts CCG here. lovely sunshine and I too am sitting here with a cup of tea looking forward to this!

from Pip Hardy to All Participants:

What a wonderful, diverse, interprofessional bunch!

from Jan Jayes to All Participants:

Hi - Jan here from The Open University. I'm looking forward to this!

from @domcushnan DomCushnan to All Participants:

If i havent said Hi its because my chubby fingers cant keep up

from Simon Milner to All Participants:

Hi from Devon County Council, UK

from Shae Jackson to All Participants:

Hi folks, I can't seem to get any sound...

from Alastair Wyllie to All Participants:

Hi everyone from Glasgow

from lorraine Armstrong to All Participants:

I can hear Helen now : )

from Debbie Knight to All Participants:

Hi All

from Jane Douthwaite to All Participants:

Good afternoon everyone. Im a Student Midwife based at Sunderland Royal. Looking foward to this course

from Liz Hayes to All Participants:

Hi everyone - greetings from Ireland

from @domcushnan DomCushnan to All Participants:

Hi Jan Jayes I \*heart\* Open Uni

from Melanie Gray to All Participants:

Hi from Carers Trust Cambridgeshire

from Anne Gravel Sullivan to All Participants:

Anne from the ACGME in Chicago.

from Elena Chernenko to All Participants:

Hello from Toronto:)

from Debbie Knight to All Participants:

Very pleased to be joining in with you

from Andy Hadley to All Participants:

Hi from Dorset

from Nicole Whitaker to All Participants:

Good morning from Edmonton, Alberta!

from michelle mitchell to All Participants:

Hi I'm Michelle from the MS Society

from Claire Astbury to All Participants:

Hello everyone I'm Claire from the National Housing Federation - find me on Twitter @NatFedClaire.  
Interested in integrated services and getting housing involved in health and care

from Catherine Gale to All Participants:

Hi, I'm Cathy Gale for West Norfolk CCG

from Nick Dixon to All Participants:

Hello all, Nick from Stockport

from Andrew Milner to All Participants:

Good afternoon all, Andrew Milner from the Patient Experience team at NHS England

from Jane Robey to All Participants:

Still can't get sound through headphones - despite 'test' working loud and clear. Now have phone pressed to ear and can hear Helen fine...

from Joe Poole to All Participants:

Hello from Bristol CCG.

from Sally Pezaro to All Participants:

Hi... Sally Pezaro here from Coventry University...UK :)

from Neil Churchill to All Participants:

Hi everyone, I'm Neil Churchill from NHS England, calling in from London

from Lucy Ord to All Participants:

Hi from Newcastle!

from Annette McKinnon to All Participants:

Annette here in Toronto

from Laura Harris to All Participants:

Hello from Laura based in Skipton House which is not in Yorkshire but in London.

from Shawn Ireland to All Participants:

Hello All! My name is Shawn and I am from Alberta, Canada!

from marjan van maurik to All Participants:

hi everybody from The netherlands (where it's raining)

from Gill Minto to All Participants:

Hi, from Gill in Newcastle upon Tyne, England

from Erin to All Participants:

Hello! Erin Moore from Cincinnati Ohio!

from @domcushnan DomCushnan to All Participants:

Hi Claire Astbury - thats very important that we do

from Graham Mackenzie to All Participants:

Hello - I'm listening in ahead of contributing to next week's session. Twitter @gmacscotland

from Olivia Donnelly to All Participants:

hello, from bristol. really pleased to be here - & looking forward to rocking the boat without falling out...

from Lynn Hartley to All Participants:

hi all, i'm Lynn Hartley, Finance Skills Development Manager for the North east & Cumbria

from Lara Chehab to All Participants:

Lara from New York, NY!

from Lesley Morgan to All Participants:

Hello from North Bristol NHS Trust Pathology

from Kathleen Paterson to All Participants:

Hello - John & Kathleen here from NHS Tayside.

from Sarah Thew to All Participants:

Hello, Sarah from Manchester

from Debra Barrath to All Participants:

Hello everyone! This is Debra Barrath from Los Angeles! It's chilly and 630am here and I am so very excited to be joining you all!

from Carol Rowntree to All Participants:

Greetings from Carol from Victoria BC

from Abdul-Hamid Hussein to All Participants:

Hello, I am Abdul from Liverpool UK

from Kay Rutherford to All Participants:

Hello from Kay in Providence, RI, USA!

from Hanna Lundstedt to All Participants:

Hi this is Hanna from Eskilstuna in Sweden

from Annette McKinnon to All Participants:

Hi Neil Churchill. Met you in Toronto at conference

from debbie kennedy to All Participants:

Hi Debbie here NHS England from sunny Southampton. Yes it is a bit sunny

from jo fellows to All Participants:

Hi from Devon!

from Andrew Smith to All Participants:

I am form the North West Coast Academic Health Science Network - we are big fans of the School.

from Kevin Percival to All Participants:

Hello everybody, I am the senior nurse for clinical change at Frimley Health with a focus on more IT enabled healthcare delivery and really looking forward to speaking to as many of you as possible to share ideas, experiences and the changes we can make together.

from hannah Jowett to All Participants:

Hi - from beautiful Yorkshire

from lourda geoghegan to All Participants:

Hi I'm Lourda, Public Health Physician & HF GenerationQ Fellow. Delighted to be joining everyone.

from Graham Mockler to All Participants:

Hi, Graham from the RCS in London

from Melissa VanHouten to All Participants:

Melissa from Indianapolis, IN, USA

from Jane Beadle to All Participants:

Hi everyone, it's great to be back at school

from E W to All Participants:

Hello I'm Lizzy at Poole NHS, UK

from @domcushnan DomCushnan to All Participants:

\*back to school\*

from Jane Robey to All Participants:

Ah Frimley Health - you've just improved your CQC ratings! Well done!

from Claire Astbury to All Participants:

Yes Graham Mackenzie it could make such a positive difference to outcomes

from Jackie Gillespie to All Participants:

Hi I am Jackie Gillespie, Clinical Effectiveness Facilitator at a Palliative care unit near Glasgow in Scotland.

from Matt Sutcliffe to All Participants:

Hi Matthew Sutcliffe from the fire service in Humberside

from Paul Harris to All Participants:

hi not getting anything through except front screen no sound video or anything

from Annette McKinnon to All Participants:

Do we have a #

from Elaine Trainor to All Participants:

Hi Elaine from NHS England Nursing Division in London

from @domcushnan DomCushnan to All Participants:

#SHCR

from Peter Toohey to All Participants:

Hi All, Peter Toohey from UCLPartners PSP in London

from @domcushnan DomCushnan to All Participants:

@School4Radicals

from Emily Davies to All Participants:

Hahaha! This is so cool!!

from @domcushnan DomCushnan to All Participants:

that is art!

from Pedja Jovanovic to All Participants:

Dom, are you in Ireland? ;)

from Debra Barrath to All Participants:

Hi Debra Barrath here - We'd love to connect with everyone in the UA!

from Debra Barrath to All Participants:

oops USA!

from @domcushnan DomCushnan to All Participants:

I am in sunny walsall haha nope in emeral isle

from @domcushnan DomCushnan to All Participants:

Need a biggger map!

from Deirdre Munro to All Participants:

Deirdre Munro Galway Ireland

from Lesley Morgan to All Participants:

There goes Antony Palmer again

from jan to All Participants:

i can't make my 'pen ' work!

from Jonathan Lumb to All Participants:

sorry my pen isn't working Leeds here

from Charlotte Smith to All Participants:

I'm in the sea!

from jon bryant to All Participants:

tony plamers gone walkabout

from Elaine Trainor to All Participants:

My pen isn't working either

from lourda geoghegan to All Participants:

I'm in Belfast - not sure if I've dropped off into the Irish sea!

from maureen flynn to All Participants:

Sorry missing pen - Dublin calling

from jon bryant to All Participants:

Nice hat

from Diana Chan to All Participants:

Pen not working in Guildford

from Diana Chan to All Participants:

We are feeling radical

from Jo Betterton to All Participants:

my pen isn't working either

from Alison Jones to All Participants:

click on the arrow on the left side then click

from Emily Davies to All Participants:

You might need to click the pen icon again

from Alison Jones to All Participants:

that is how your name comes up

from julie Gumbrell to All Participants:

my pen isn't either

from Annette McKinnon to All Participants:

how to work pen

from Michael Payne to All Participants:



once you click the pen on the top left you then need to select it again on the side menu as well

from debbie kennedy to All Participants:

just keep fiddling with it

from Emma Cordiner to All Participants:

The arrow gives your name, pen to draw

from Julie Irving to All Participants:

click the pen - menu opens on left and then select the arrow or the pen and start

from Pedja Jovanovic to All Participants:

So many people feeling positive and energized! What is this sourcery?

from Ann Rae to All Participants:

this is a great way to interact withso many at once--- I'm definately going to use this approach

from Sally Pezaro to All Participants:

I am joining on my mobile device rather than a laptop... Could be why my pen not available?

from @domcushnan DomCushnan to All Participants:

@sally yeah i believe so

from Paul Woodley to All Participants:

Amazing!

from James Arkle to All Participants:

that's probably why Sally, there's a lot less on the phone app. Still, crazy we can all be part of the same meeting

from @domcushnan DomCushnan to All Participants:

@ann we have lots of lessons learnt and happy to share with you

from Matthew Elswood to All Participants:

any other pharmacists out there?

from James Arkle to All Participants:

Not pharmacy, but prescription processing here!

from Matthew Elswood to All Participants:

Intrigued, James!

from @domcushnan DomCushman to All Participants:

:O

from James Arkle to All Participants:

We're literally looking at this software today to try and look at this to use ourselves!

from Stephen to All Participants:

Hi Matthew, another pharmacist here

from wmcintosh to All Participants:

Anyone else from Australia?

from Jane Robey to All Participants:

Any transformation leads here?

from Kaitlyn McMillan to All Participants:

Pharmacist here in Canada! :D

from Alison Jones to All Participants:

can someone explain t me what stella is?

from @domcushnan DomCushman to All Participants:

@James we also used Google Hangouts for our Transformathon project

from Ruth McCrudden to All Participants:

Yes I'm here- Ruth from sydeny Australia- hello :-)

from Matthew Elswood to All Participants:

Hi Kaitlyn, Stephen :) and indeed, everyone else!

from Nick Dixon to All Participants:

I am a transformation lead I guess Jane

from @domcushnan DomCushman to All Participants:

@alison stella is an app that allows you to story tell from images

from Jan Jayes to All Participants:

i already tried downloading these but nothing happened :(

from Alison Jones to All Participants:

thanks @dom

from @domcushnan DomCushnan to All Participants:

If you are struggling with Slideshare I have updated the School website so you can download pdfs

from @domcushnan DomCushnan to All Participants:

<http://theedge.nhs.uk/school/module-1/>

from @domcushnan DomCushnan to All Participants:

down at the bottom Resources and downloads:

from bas de vries to All Participants:

Meer collega's radikaal uit nederland? ;-)

from Debra Barrath to All Participants:

We so appreciate the contributions of this talented, transformative team - year after year! Thank you all!

from James Arkle to All Participants:

thank you dom, Slideshare is blocked here, very handy

from Elaine Trainor to All Participants:

will set up twitter for next time Elaine Trainor NHS England

from marjan van maurik to All Participants:

hallo Bas, hoe radikaal moet je zijn?

from @domcushnan DomCushnan to All Participants:

if anything else is not working from your location let me know and I will make a work around

from bas de vries to All Participants:

@Marjan, radikaal genoeg...

from @domcushnan DomCushnan to All Participants:

Hi @ Elaine happy to help or I am sure others on here would help

from marjan van maurik to All Participants:

:)

from bernadette.Kennedy@nhs.net to All Participants:

hello multiple radicals

from Abdul-Hamid Hussein to All Participants:

My connection is playing up

from Joanna Hemming to All Participants:

@Dom people can also email any queries to radicals@nhsiq.nhs.uk

from Roisin Breen to All Participants:

Myself and Cathy here in Dublin...very excited!!

from Maxine Craig to All Participants:

lots of new connections to be made on twitter today with all our #shcr family

from Elaine Trainor to All Participants:

Thanks Marjan I'm going to pay attention to the teacher for now.

from Kathy Osborn to All Participants:

Loved the drawing on the maps. Let's keep connecting on #SHCR

from @domcushnan DomCushnan to All Participants:

Welcome Dublin :)

from Jane Douthwaite to All Participants:

Yes Kathy Osborn I agree

from jan to All Participants:

I'd love to connect 1:1 with anyone from outside US, which I realize is almost all of you! anyone particularly involved in virtual care (video visits, remote monitoring, social media, mobile apps) to help people get or stay healthy?

from hannah Jowett to All Participants:

Any others from social housing?

from Soni Cox to All Participants:

Hi all, from North Cumbria, Soni @MWCSoni

from @domcushnan DomCushnan to All Participants:

Hi Jan and Hannah we will ask out again and in our newsletter

from Paul Harris to All Participants:

Hi Paul from Bridgend just managed to get online and have sound now but unfortunately no microphone.

from tony longbone to All Participants:

afternoon all, sorry i'm late. glad to be able to join you today

from @domcushnan DomCushnan to All Participants:

@paul - no worries no need for mic

from @domcushnan DomCushnan to All Participants:

Hi Tony good to see you

from tony longbone to All Participants:

and you Dom

from Papworth Education to All Participants:

Papworth School here -Sorry for being late - IT issues.

from lorraine Armstrong to All Participants:

That is interesting - I am doing an educational evaluation in pre-registration nurse education

from lorraine Armstrong to All Participants:

for quality improvement

from @domcushnan DomCushnan to All Participants:

welcome Papworth - we are just discussing how we got here today

from Joanna Jenkins to All Participants:

Hi Soni Cox - I'm from social housing - on twitter FinanceJo

from @domcushnan DomCushnan to All Participants:

Hi Soni is it worth you connecting with hannah Jowett ? :)

from Alison Jones to All Participants:

Hi @Soni hoping to join in with your mh twitter chat later today, just read through last weeks

from Alison Jones to All Participants:

any other mental health nurses??

from Annette McKinnon to All Participants:

@anetto inCanada Patient voice in healthcare important to me

from lillian hung to All Participants:

Lillian is a mental health nurse :)

from Catherine Gale to All Participants:

I'm a mental health nurse, Cathy Gale

from Soni Cox to All Participants:

Hi Alison. That would be great! #SHCRmh mental health twitter chat Thursdays 8-9pm GMT :-)

from Joanna Hemming to All Participants:

@Sara yes the recordings and slides will be made available on the school website  
<http://theedge.nhs.uk/school/>

from Maxine Craig to All Participants:

learning to work in the midst of opposition is key

from Sara Wyke to All Participants:

Great! Thanks

from Maxine Craig to All Participants:

And to keep your energy up @tony

from Paul Harris to All Participants:

Hi on twitter. Paul Harris @ univespaday happy to share and discuss ideas, share experiences etc  
via messages

from claire weston to All Participants:

hi Alison Jones I commission MH for prisons

from Jane Douthwaite to All Participants:

Are there any midwives on here who would like to connect on twitter?

from linda hill to All Participants:

Today is #Worldcancerday

from Jo Johnson to All Participants:

I am feeling inspired already. What an opportunity we have here.

from Jan Jayes to All Participants:

so inspiring

from Matthew Elswood to All Participants:

Hi Claire, we provide to 13 prisons and an IRC

from Simon Milner to All Participants:

Great quotes from Hamel, Bowie ..

from Deborah Bennett to All Participants:

Today is also 'Time to Talk' Day

from Soni Cox to All Participants:

@claireweston - are you on twitter too?

from Soni Cox to All Participants:

So exciting Jan!

from Simon Milner to All Participants:

Isn't the 5YFV a bit ... top down?

from claire weston to All Participants:

yes I just followed you but I'm @cweston105

from Melanie Gray to All Participants:

300 participants - yeah!

from Maxine Craig to All Participants:

The twitter feed is a great way to find fellow radicals

from Paul Harris to All Participants:

Anyone who works in operating theatres?

from Jo Johnson to All Participants:

I am on twitter @Joseph13351788 (dont ask about the long number!)

from lourda geoghegan to All Participants:

To get beyond playing safe is very significant challenge for us all moving fwd!

from jim thomas to All Participants:

Agree the 5yFw is way too top down and actually disabling innovation

from Justine Smith to All Participants:

Great to see the movement increasing. 300 is impressive

from Lesley Morgan to All Participants:

Probably because things change too quickly to plan ahead for 5 years.

from lourda geoghegan to All Participants:

What will our services look like in 5 yrs?

from Justine Smith to All Participants:

Small steps result in big changes

from dhiraj ail to All Participants:

NHS is not agile...

from Nottingham University Hospital City Campus to All Participants:

How do we speed up culture change to help with transformational change projects?

from Erin to All Participants:

There's a greater fear of failure in health & care, but also a lack of recognition of the failure that's happening due to lack of innovation and change

from @domcushnan DomCushnan to All Participants:

@dhiraj i agree but there are some people really embracing it

from andrea beacham to All Participants:

Bottom up is necessary but you need top down support for it to gain momentum and grow beyond the local

from James Arkle to All Participants:

It's definitely enabled us in the BSA to react before being pushed

from Maxine Craig to All Participants:

we need to help people take their power



from bernadette.Kennedy@nhs.net to All Participants:

change at pace is the buzz word....do we need some pacemakers ready!

from jim thomas to All Participants:

Also what gets forgotten on the social care side is that SC is 17,000 plus business's and not just the 152 LA's that the NHS think it is.

from Paul Harris to All Participants:

Problem is tomorrow's project quickly ends and then focus moved elsewhere and all resources gone so no improving or sustainability. Continuous process better than project.

from lourda geoghegan to All Participants:

I think fear of failure is really limiting our agility

from James Arkle to All Participants:

Well we are the health service, @bernadette!

from Simon Milner to All Participants:

Pilots tend to be exercises to justify a decision, not to find a better way

from Andy Hadley to All Participants:

Jim, health is also many separate elements, 15,000 GP practices for example. Both find the other complex

from dhiraj ail to All Participants:

most of the clinicians follow the principles of agile when we treat patients, we adapt as we treat, so why is it that we don't implement change in our processes when we discover them?

from lourda geoghegan to All Participants:

Strongly agree we need to move away from pilots if we are to have any hope of becoming more agile

from Hemlata Fletcher to All Participants:

We need to keep the language plain and simple!

from Nottingham University Hospital City Campus to All Participants:

Bottom up approach is working; we have a duty to empower our frontline staff to support 'bottom up leadership' and the change process

from Lynn Hartley to All Participants:

sharing ideas from virtual contacts works really well - saves reinventing the wheel

from Helen Collins to All Participants:

The culture of the top needs to change to remember that staff are the key to understanding success and change. It is all about the style of management.....

from Gill Phillips to All Participants:

Helen Bevan talking about moving quickly and global connectivity. Have just had an amazing Skype with someone in Uganda. Looking to take #MatExp #WhoseShoes to Uganda. Quickly. A bit of prototyping and off we go. The connections and passion offered through networks like #SHCR and #MatExp are phenomenal. Exciting to see more and more people coming on board. :) Gill @WhoseShoes X

from Nottingham University Hospital City Campus to All Participants:

Shared Governance is a programme to help facilitate this.

from Paul Harris to All Participants:

Cannot understand why corporate social media cannot or doesn't want to, or is fearful to engage more with service users.

from Nigel Millar to All Participants:

In a healthy organisation hierarchical power diminishes every day

from Nottingham University Hospital City Campus to All Participants:

NUH - Sevim Hodge - sevim.hodge@nuh.nhs.uk

from Elaine Smithies to All Participants:

Work is complex, as are the people we support.

from Deirdre Munro to All Participants:

wow Gill that's great news

from Gill Phillips to All Participants:

Yay!! There you go :)

from bernadette.Kennedy@nhs.net to All Participants:

hierarchical power is still alive and kicking in many acute organisations.

from jim thomas to All Participants:

Andy, Agree - far better to enable people to get on with it and stop endless strategy without meaningful action

from Justine Smith to All Participants:

Big nervousness here on using social media, especially Twitter. We have to use our own phones

from Gill Phillips to All Participants:

The Edge is VERY exciting :)

from Nigel Millar to All Participants:

Use your own phones then - why worry

from Maxine Craig to All Participants:

I think we have to learn how to work with hierarchy whilst changing it

from Soni Cox to All Participants:

As a tech start up, we need a place in public sector to link in easily

from lillian hung to All Participants:

Out there in the edge, is it safe?

from jim thomas to All Participants:

Check out @skillsforcare work on digital. managers think their staff arent digitally competent but their workers think they are.

from @domcushnan DomCushnan to All Participants:

On Social Media I love Zappos policy CEO Tony Hsieh just wants staff to "Be real and use [their] best judgment".

from lourda geoghegan to All Participants:

Agree we need to work with hierarchy rather than around it, dont expect hierarchy to disappear, rather its liekly to diminish

from Lynn Hartley to All Participants:

Collaborative twitter handles can share ideas very easily @wefinance and @nhsfff are examples of these

from Nottingham University Hospital City Campus to All Participants:

Hierarchy - management adopt a supportive and facilitative approach to enable front line staff to influence practices and influence change. We need to share the decision making process

from jon bryant to All Participants:

what is so great here is there is no hierachy

from Melanie Gray to All Participants:

i'm on the edge

from Mark Grimshaw to All Participants:

Is work becoming more complex or more complicated? Seemingly there is a big difference between the two

from Paul Harris to All Participants:

Massive problem fear of failing. It is such an awful word should just be learning from small test or an option that has not worked yet.

from Becky Haines to All Participants:

Operating Principle #3 at American College of Radiology = Respect, value, and invest in our staff as they are key to ACR's success

from Matthew Elswood to All Participants:

NUH colleagues, it depends on the organisational governance climate!

from Jonathan Lumb to All Participants:

my organisation can't keep up with the IT developments so actually getting this web ex available was a battle!

from Nigel Millar to All Participants:

Failing is success - you have learned

from Joanna Jenkins to All Participants:

At Bromford where I work (housing association) - colleagues are asked to do the Right thing - not the Rule thing

from jim thomas to All Participants:

Failing is good for you.

from Nottingham University Hospital City Campus to All Participants:

Some of the greatest success come from projects 'failing' - it's about the learning and development along the journey

from andrea beacham to All Participants:

am scared of heights so that picture makes me feel slightly sick!!

from jim thomas to All Participants:

Just jump

from sarita yaganti to All Participants:

i would love to invite health ministers to the edge

from Mark Outhwaite to All Participants:

the biggest risk for any project is not that it fails but that it succeeds at all costs

from Jo Johnson to All Participants:

The courage to fail is success

from @domcushnan DomCushnan to All Participants:

interesting Mark

from Matthew Elswood to All Participants:

NUH - are you a group? can i join you next week?

from Nigel Millar to All Participants:

Old power is only real if you believe in it

from bernadette.Kennedy@nhs.net to All Participants:

trust and sharing are pivotal in developing diverse relationships

from lourda geoghegan to All Participants:

feeling a huge and exciting clash between old and new power!

from Paul Harris to All Participants:

Diversity allows more viewpoints to be considered. Often will say something controversial just to get another view discussed even if it is not my shared view. Same will get same. Different will get difference.

from Maxine Craig to All Participants:

we must take our own power !! and walk the talk

from debbie kennedy to All Participants:

lots of elected officials are clinging desperately to old power

from Nottingham University Hospital City Campus to All Participants:

Of course - send NUH academy an email and we'll forward you the details [nuhacademy@nuh.nhs.uk](mailto:nuhacademy@nuh.nhs.uk)

from Jane Robey to All Participants:

Old power can be disarmed if you remember the tale of the emperor's new clothes...

from Nigel Millar to All Participants:

Command is not an option - it has no validity nor effect

from claire weston to All Participants:

we have a lot of bastions of old power..Royal Colleges?...guidance...best practice...

from claire weston to All Participants:

evidence based medicine?.....

from Matthew Elswood to All Participants:

There is no evidence, really!

from debbie kennedy to All Participants:

old power has led to greater inequality

from bernadette.Kennedy@nhs.net to All Participants:

I love this old power vs New power slide

from Jan Jayes to All Participants:

me too

from Soni Cox to All Participants:

JUst the evidence that people want to see

from lourda geoghegan to All Participants:

Anyone else attending from Northern or Southern Ireland?

from Elaine Smithies to All Participants:

Love this slide

from Nigel Millar to All Participants:

old power is for victims - new power is ready now for those who beleive - remember tinkerbelle

from Nick Dixon to All Participants:

Oldpower hangs on and doesnt share because of fear- fear of the system which quickly blames and finds fault. Risk averse, command and control, fewer hands on the tiller= less chance of overspending and blame

from Elaine Trainor to All Participants:

much much risk aversion!

from Jane Robey to All Participants:

Yes, we definitely live in a world of old power...can't see that changing any time soon.

from jim thomas to All Participants:

I find that when you present 'evidence' to boards they then tell me - so whats the story... Maybe if i started with the story they wouldnt bother with the evidence!

from debbie kennedy to All Participants:

sheinaz - I met you at the SW new models of care conference in exeter. How did your talk go?

from Hermie Santos to All Participants:

i agree about relational - new power. the impact is amazing

from Claire Astbury to All Participants:

Really interested in this old/new power viewpoint.

from Andy Hadley to All Participants:

Work in Informatics, getting good collaboration via Digital media - clinical and technical leaders, and being listened to by the centre. But still struggle to get time from local partners - they want to, but time limited by the drag of their dayjobs.

from Paul Harris to All Participants:

Shared purpose of patient first within nhs is driven away by focus on targets, budgets etc that no longer appear to have relevance to direct care. Balancing of books, hitting targets, achieving compliance not words that embrace care.

from claire weston to All Participants:

yes day job is a problem for radicals!

from Jodi Brown to All Participants:

Hey Andy...it's Jodi here! Long time no see! (well, since EHI Live anyway!)

from Maxine Craig to All Participants:

I think old power believe it is right , so we have to work with it and show the impact of new power

from @domcushnan DomCushnan to All Participants:

@andy would love to discuss that more dominic.cushnan@nhsiq.nhs.uk

from eddie clarke to All Participants:

There needs to be co-production with people who use services and not just staff and managers in health and social care.

from claire weston to All Participants:

not enough time to rebel!

from Jonathan Lumb to All Participants:

old power resides with the baby boomers we need to engage and collaborate with the generaton X Y Z

from claire weston to All Participants:

oh I like this one too!

from Jan Jayes to All Participants:

don't stop!!!

from debbie kennedy to All Participants:

I am a baby boomer and I have no old power

from bernadette.Kennedy@nhs.net to All Participants:

my take away message to stop fighting old power and instead connect with it

from Emily Davies to All Participants:

Definitely agree, Jonathan Lumb. Important to empower millienals to embrace new power and not be shaped by old power

from jon bryant to All Participants:

see spiders had it right all along:)

from claire weston to All Participants:

well, let's not generalise acording to when we were born..have met some fab people born in 60s who rock the boat!

from Jane Robey to All Participants:



Spider silk is one of the world's strongest materials....

from Elaine Trainor to All Participants:

this harvard paper was enlightening

from debbie kennedy to All Participants:

Baby boomers 4 new power!!!!

from Emily Davies to All Participants:

Feels good to be a millennial doesn't it Alison Jones! I didn't know I was either!

from Jan Jayes to All Participants:

I'm a spider

from Jonathan Lumb to All Participants:

by the way I'm a boomer - AAAhhhhh

from James Arkle to All Participants:

Can I be one?

from claire weston to All Participants:

me too.

from Paul Harris to All Participants:

Designed for connections would so like patient representatives and groups to be the central force not the traditional chief exec or management board. Probably to radical yet.

from Emily Davies to All Participants:

I <3 boomers

from Claire Astbury to All Participants:

Something i've experienced from a housing perspective is that whilst everyone instinctively understands the importance of a good warm accessible stable affordable home to health and wellbeing, we don't have the kind of evidence required at a clinical level, where old hierarchies have more input in terms of evidence and not treating people or communities holistically. The right narrative across the right networks could make a difference I think, I want to be part of that.

from jon bryant to All Participants:

Am a boomer too

from Nigel Millar to All Participants:

So you want to talk about patient experience and consumer view - how many people have you asked today - "What is like being a patient here"

from Justine Smith to All Participants:

We are in the odd position of being a non-hierarchical network that is employed by an old hierarchical power, working across many silos of old power

from jim thomas to All Participants:

Paul, depends on the organisation. some SC ones have people who they are caring for as paid directors on their boards.

from Jane Robey to All Participants:

People power!!!

from Charlotte Smith to All Participants:

I am feeling rather old reading your boomers comments :( Those of us born in the 70s are radicals too you know!

from claire weston to All Participants:

'if you think something small has no influence, try going to bed with a mosquito'

from lillian hung to All Participants:

I m NOT just a nurse

from andrea beacham to All Participants:

Claire, housing has been an integral part of the health and wellbeing programme in Ilfracombe - an equal partner at the table :-)

from Elaine Trainor to All Participants:

ban the word 'just'

from Ruth McCrudden to All Participants:

New power feels uncertain, unpredictable,

from jon bryant to All Participants:

No point meeting force with force

from debbie kennedy to All Participants:

I find out information about what is happening in NHS England via twitter, blogs, linkedin, facebook before my line managers

from Claire Astbury to All Participants:

Agree that self limitation is a key issue, feeling permission to do things is crucial to innovation

from Nigel Millar to All Participants:

GOAL : point old power and new power arrows in teh same directions

from Jane Robey to All Participants:

Agree Nigel

from Neil Windsor to All Participants:

Organisational structures still wedded into old power

from Elaine Smithies to All Participants:

New power may create fear around your colleagues who don't understand the concept

from Sue Manser to All Participants:

It is vital to be able to work effectively within the interface between old and new power in order to influence change

from Hermie Santos to All Participants:

resistance from those who are with old power

from Simon Milner to All Participants:

I think people often need lots of connections to get old power!

from lourda geoghegan to All Participants:

need good relational skills to broker/move across and through power sources

from Ann Rae to All Participants:

Need to make it safe for those with Old power as it isn't scary - honest

from Thea Moss to All Participants:

I can look around me and see new power at all levels - need to be nurtured. Not just by heirarchical power but by other peers with new power...

from Jane Robey to All Participants:

Old power relies on connections too - the old boy network for one!

from Cathy Jaynes to All Participants:

having a hard time staying in the boat.

from Paul Harris to All Participants:

No such thing as just a care worker instrumental and essential cog in the big machine of care.

from sarita yaganti to All Participants:

I wonder if the NHS as a old institution can be considered to be embedded in "old power"

from eddie clarke to All Participants:

Liked the innovation centre contrast with R&D and the connections slide

from Matthew Elswood to All Participants:

organisational structures are riddled with informal power networks and 'coffee' groups, 'golf' people etc. etc.

from Lisa ZUbach to All Participants:

the change forced upon the front line from the old power center never seems to be lasting, but make it something that all are involved in, it is far more successful

from jim thomas to All Participants:

paul - agree

from Deborah Bennett to All Participants:

Anyone with a strategic role fancy joining together for peer support?

from Jane Prestie to All Participants:

I hear you new power is intimating to not only old power but also the older coworkers

from Elaine Smithies to All Participants:

This concept of new power is really empowering and is already making me look at things differently

from Jan Jayes to All Participants:

we need a bit of both don't we?

from Roisin Breen to All Participants:

we must move away from traditional medical models - equal voice for all healthcare workers

from Claire Astbury to All Participants:

Hi Deborah Bennett please get in touch

from Soni Cox to All Participants:

We can get caught up in using our time explaining our ideas to 'old power' when we can create momentum to surpass them with 'new power'

from Madelon Rooseboom to All Participants:

How can we combine old and new power so they flourish together?

from Louise Mckeeney to All Participants:

Hi is there anyone from the school from Coventry. Looking to connect with colleagues in Coventry

from James Arkle to All Participants:

Can I just clarify, what is the difference between 'proof of concepts' on the fringe and a pilot?

from Nicky Runeckles to All Participants:

Hello from Buckinghamshire :)

from Deborah Bennett to All Participants:

Claire - [deborah.bennett2@nhs.net](mailto:deborah.bennett2@nhs.net)

from Sebastian Yuen to All Participants:

Hi Helen! Great to be back in School! I did it in 2014 and was inspired by it. Really need some energising as lack of workforce, finance and morale feels crushing :( Love the diversity this year and how it is growing! Good luck, Sebastian

from Jackie Gillespie to All Participants:

For small organisations too it is essential to join others to get diversity of ideas and experience.

from Ann Rae to All Participants:

Olly mentioned me !!! yippeeee @annrae

from Lorraine Armstrong to All Participants:

Will there be a contact list of people who are participating in the module?

from Joanna Jenkins to All Participants:

My organisation is keen on people being agile - it's not important what your job title is - it's what you do

from Jan Jayes to All Participants:

I'm in Buckinghamshire but not in the NHS

from Lisa ZUbach to All Participants:

Hello from Alberta, Canada

from michele Wood to All Participants:

recognising that there is 'old' and 'new' power is very liberating. What are the costs and challenges of operating in contexts where both are at work?

from Jan Jayes to All Participants:

and me!

from Mark Outhwaite to All Participants:

Tests - Fail Fast fail Forward

from Lesley Morgan to All Participants:

Quite often - the best people to ask about making a change are the ones on the front line who deal with the issues day in and day out. Too often change is taken out of their hands and they are just made to change rather than engaging in it actively.

from helenyoungmidwife to All Participants:

NHS old power. we have too shake the tree.

from Tom Bell to All Participants:

Not convinced that reference to the 5 Year FV is relevant? Most of these docs are dead in the water before they are printed? Should we publish an alternative view?

from Nigel Millar to All Participants:

Harness the powers of change - the arrows for old power (hierarchical) and new power (social) should point in the same direction

from Jodi Brown to All Participants:

Hello Seb...nice to see a fellow 2014 student!

from Jan Jayes to All Participants:

its about learning how to use both approaches - we have both and are trying to make them both work

from Ruth McCrudden to All Participants:

i get the new power, i see it happen all the time in the reall world, management is almost getting left behind

from Mark Outhwaite to All Participants:

Pilots take place when you want to translate a series of successful tests into a single offer

from Nick Dixon to All Participants:

Any Vanguard New Care Model site leads for Empowering Patients and Communities out there?  
Want to pull us together to make a movement

from Jan Jayes to All Participants:

its a cultural thing and I think we have a long way to go

from jim thomas to All Participants:

joanna - absolutley - we spend too much time redesigning structures with out doing anything to  
empower workers to think and behave differently

from James Arkle to All Participants:

thank you Mark

from lauren megahey to All Participants:

I agree, but we can start to change cultire by leading by example

from Catherine MacLennan to All Participants:

Hi I'm in Birmingham if anyone wants to connect am thepinksnblues on twitter

from Janine Lucking to All Participants:

anyone from the midlands ? would love to join a group please !

from Jackie Gillespie to All Participants:

Am looking forward to buidling resileince in as part of the course - essential for those on the edge.

from claire weston to All Participants:

Im in Northatns!

from Jane Robey to All Participants:

Anyone from the East of England?

from Kevin Percival to All Participants:

The conflict between old and new power can cause conflict and so there is an importance to ensure  
that the new and old power work together as it will be some time before we move from old power  
in the NHS.

from Gill Phillips to All Participants:

Hi James. Yes, I'm from Coventry. Have just posted on Twitter #SHCR about fab stuff happening in Coventry :) Oooh, and Helen Bevan is from Coventry ... ;-)

from Hemlata Fletcher to All Participants:

We must value and respect the diversity of all roles in h&sc ! Not to single any one out, as we're all change agents!!

from David Montgomery to All Participants:

Less training more learning?

from Deirdre Munro to All Participants:

If anyone is interested in person centred care please network with @Deirdremunro #SHCRPcc

from Lesley Morgan to All Participants:

Chat box is whizzing past me too quick - any way to enlarge it?

from Gordon Quinn to All Panelists:

surely I am not the only Ambulance service member on board today

from James Arkle to All Participants:

A few of us from Newcastle, so north east!

from rosannahunt to All Participants:

to harness new power: talk to people outside of our professional group /our comfort zone = increasing diversity

from Becky Haines to All Participants:

So important to understand that old power is not the enemy. They may not know how to make change & may need your help.

from helenyoungmidwife to All Participants:

Change is often just small things. we can achieve if we want to

from Joanna Jenkins to All Participants:

Anyone else here in housing?

from jim thomas to All Participants:

jane - im in the east of england



from Julie Gumbrell to All Participants:

Will we be able to view chat box after the event?

from Clive Spencer to All Participants:

Hear a great quote on Monday accredited to a Director of Public Health who says "Change moves at the speed of TRUST".

from Paul Harris to All Participants:

Small significant steps forward with vision passion and values the way to go. Harness passion to change.

from Claire Astbury to All Participants:

Hi Joanna Jenkins yes I am

from Justine Smith to All Participants:

Three of here in Newcastle too

from James Arkle to All Participants:

@Lesley, you can drag the box from the top to bring it up if that helps

from Gill Phillips to All Participants:

299 on the call. One short of the full radicalista.

from Melanie Gray to All Participants:

I'm from EofE Cambridgeshire

from Elaine Smithies to All Participants:

Anyone work with volunteers?

from Louise Mckeeney to All Participants:

Im looking to transform wound care and continence service in Coventry @LouWound

from Melanie Gray to All Participants:

vanguards going on in Cambridgeshire

from Emma Cordiner to All Participants:

Hi, I'm a 3rd year nursing student Milton Keynes/Northampton

from Soni Cox to All Participants:

Any other social enterprises?

from Maxine Craig to All Participants:

Just so NORTH EAST wizzing past in the chat box ...Hello from @maxine\_craig

from Melanie Gray to All Participants:

yes re: volunteers

from James Arkle to All Participants:

@Sheinaz, Just off the tyne bridge, NHSBSA

from Andy Hadley to All Participants:

Bigger chatbox, can move the bar to the left, or close the participants window above

from Hazel Murgatroyd to All Participants:

Just kicked off sessions on working commercially in partnership in our engaging leaders programme. Drawing on #SHCR thinking Creating a #leaderful organisation @hazelmurgatroyd #maverick #radicals welcomed

from julie Gumbrell to All Participants:

Vanguards in Fareham and Gosport CCG

from Claire Astbury to All Participants:

Hello Melanie Gray I remember you from SPERG meetings at Granta in Cambridge don't I?

from Susan Smith to All Participants:

I'm a librarian. I find there is less work looking at evidence based practice and more horizon scanning to promote innovation and share best practice. We have extensive collaborative networks established due to the fact there are very few of us and we specialise in information exchange.

from jim thomas to All Participants:

joanna - not from housing but doing lots with housing [www.skillsforcare.org.uk](http://www.skillsforcare.org.uk)

from jason allen to All Participants:

anyone from Devon

from Melanie Gray to All Participants:

heloo Claire Astbury

from Jane Robey to All Participants:

@ Elaine from Cambs - lets connect!

from Lesley Morgan to All Participants:

Ah-ha! That's better I can see a huge chat box now

from Deborah Bennett to All Participants:

I'm in Cheshire Jason Allen

from Elaine Smithies to All Participants:

@alisonjones I'm Cheshire!

from Charlotte Smith to All Participants:

@alison Jones Hi Alison I am in Cumbria but work in Preston

from Melanie Gray to All Participants:

Claire Astbury - where are you now?

from James Arkle to All Participants:

@Sheinaz, crazy, so near yet so far!

from Jonathan Lumb to All Participants:

@Lumb\_jonathan lets connect on twitter

from Hemlata Fletcher to All Participants:

Hi I work in Leeds, but live in sunny Bolton!

from Thea Moss to All Participants:

Ask intriguing questions!

from Abdul Hamied to All Participants:

anyone in the Cheshire & Merseyside SCN patch

from Neil Windsor to All Participants:

Jason Allen - Wrexham (on your doorstep)

from Melanie Gray to All Participants:

I'm at Carers Trust Cambridgeshire - charity, vol sector

from Sebastian Yuen to All Participants:

Hi Maxine, Pip, Olly, Jodi, Mark and Neil! Great to see you! Hope you are well :-)

from Joanna Jenkins to All Participants:

Are you on twitter Claire Astbury - I'm FinanceJo

from Paul Harris to All Participants:

Unfortunately need managers who are not afraid of keeping their jobs and willing to admit mistakes to start listening and stop being defensive. manager 1 view staff lots of views

from Claire Astbury to All Participants:

Hi Melanie Gray still at the National Housing Federation, find me at @natfedclaire

from Gill Phillips to All Participants:

Volunteering fab stuff? Fantastic example is Dining Companions - volunteers at Kingston Hospital - award winning scheme with 'Fab Stuff NHS'

from Annette McKinnon to All Participants:

Anyone in Ontario?

from dhiraj ail to All Participants:

need to discuss techniques to build bridges between the new and old power

from Hemlata Fletcher to All Participants:

i can do!

from Hermie Santos to All Participants:

I am relational

from Soni Cox to All Participants:

@charlottesmith in cumbria too

from Kevin Holliday to All Participants:

Any Scots NHS out there?

from louise Mckeeney to All Participants:

WOw its hard to keep up. anyone else struggling to keep up. i dont want to miss anything

from Charlotte Smith to All Participants:

@sonicox Hi Soni! I'm in Ulverston. Where areyou?

from jim thomas to All Participants:

find me @longhouseman - work for Skills for Care nationally and run a record company

from Julie Gumbrell to All Participants:

Have just asked if we can access chat post presentation

from Ann Rae to All Participants:

@Kevin Holliday - yes from Edinburgh - you?

from Deborah Bennett to All Participants:

I'm in Cheshire, Alison Jones

from Jan Jayes to All Participants:

i want that t-shirt

from Jan Jayes to All Participants:

in pin

from Soni Cox to All Participants:

@charlotte - other end! NE of Carlisle

from Lorraine Armstrong to All Participants:

me too!

from Jan Jayes to All Participants:

pink!

from @domcushnan DomCushnan to All Participants:

if anyone wants to look at how we can build a connection tool with me let me know

from Elaine Smithies to All Participants:

Anyone in the North West, I'm @mrsmithies on Twitter

from Eddie Clarke to All Participants:

Do rebels always do what is right? Challenge good, destructiveness not

from James Arkle to All Participants:

@Julie, as far as I'm aware when you end you can save the chat. You can also go to file > save as and click chat to save it whenever you like

from Henk Hadders to All Participants:

Testing this function

from Abdul Hamied to All Participants:

im in the North West @AHamiedNHS

from Kevin Holliday to All Participants:

@Ann Rae- Inverness. kevin.holliday@nhs.net

from Shabs Rajasekharan to All Participants:

Hi everyone. Anyone from Spain by any chance?

from @domcushnan DomCushnan to All Participants:

you can save chat

from Paul Harris to All Participants:

However very constraining if rebel without managers understanding the shared values

from Mark Outhwaite to All Participants:

Rebels with a Cause...

from Tilla Brook to All Participants:

I HAVE been an unguided exocet in the past, learnt to use my guidance system

from kath farmery to All Participants:

Anyone working on PHBs?

from Adam Mileusnic to All Participants:

Would love to connect with anyone working on bringing person-centred practice to life, particularly like-minded comms people. On Twitter @AdamHSAUK and @chasquicomms.

from David Montgomery to All Participants:

Do rebels always do what is right? Challenge good, destructiveness not.....sometimes challenge needs a push!

from Jo Johnson to All Participants:

Its all about redistributing the professional power to the people who use our services. People are experts through their experience and professionals can support with their expertise. It is time for a revolution that empowers the people we serve to recognise that they have the power within themselves to maintain change.

from Jane Robey to All Participants:

Anyone in acute care - @jrobey15

from Gill Phillips to All Participants:

In my application to be 'certificated' as a #SHCR radical it asked why the school approach is important to me. I said "I live and breathe it". Because that is true. 295 words short of the full tick box? ;-)

from Jane Robey to All Participants:

We've just started trending on twitter !

from andrea beacham to All Participants:

Yes, I'm in Devon Tony in the NHS but working with colleagues across the public sector and with the community. You? @andreabeacham

from Jan Jayes to All Participants:

conform and rebel...food for thought

from David Montgomery to All Participants:

Rocking the boat not boat on the rocks!

from helenyoungmidwife to All Participants:

mavericks get their heads chopped off. But I keep getting up!

from Adam Mileusnic to All Participants:

Kath Farmery - doing some work on PHBs with colleagues at Helen Sanderson Associates - Jo Harvey. Don't know if she has made it today but happy to introduce

from Charlotte Smith to All Participants:

@sonicox I'm just amazed there is someone else from Cumbria!

from Justine Smith to All Participants:

Anyone who works in research in healthcare?

from Paul Harris to All Participants:

Sometimes you can go unnoticed in your own area and then spark real interest from outside

from Gill Phillips to All Participants:

Conform and rebel. Rebel and conform. Are the rules important? Are they really rules at all??

from lillian hung to All Participants:

Lillian works in research in healthcare

from eddie clarke to All Participants:

just making a cup of tea. Anyone want one!

from Jonathan Lumb to All Participants:

so true Paul Harris

from claire weston to All Participants:

2 sugars please

from Jane Robey to All Participants:

Yes please Eddie

from Susan Smith to All Participants:

@jason allen - i'm based in Crewe

from Tom Bell to All Participants:

justine smith ... lots going on in Cumbria :-)

from Charlotte Smith to All Participants:

Yes please Eddie

from kath farmery to All Participants:

Great thanks Charlotte

from jim thomas to All Participants:

adam - take a look at this stuff on community skills <http://www.skillsforcare.org.uk/Learning-development/Community-skills-development/Community-skills-development.aspx>

from Lesley Morgan to All Participants:

I was just going to say 2 sugars here too

from Deborah Bennett to All Participants:

I'm a mental health and socialist activist in my private life but constrained by old power in my day job ....

from Simon Milner to All Participants:

coffee?



from Thea Moss to All Participants:

Conform and rebel...you just described me. I thought I was just conflicted!

from Pedja Jovanovic to All Participants:

Conform AND rebel, love that. Deconstructing oxymorons

from Jane Robey to All Participants:

Sweet enough here :)

from E W to All Participants:

I could use a squash

from @domcushnan DomCushnan to All Participants:

So true @pedja

from Justine Smith to All Participants:

@Tom Bell - whereabouts do you work?

from Soni Cox to All Participants:

@charlotte the Cumbria 2!

from jim thomas to All Participants:

no idea how to conform.....

from Jan Jayes to All Participants:

I thought sugar was bad for you... ;)

from Papworth Education to All Participants:

Tea for 4 at Papworth, please.

from Henk Hadders to All Participants:

the yogi is on the edge and the commissar is inside

from Charlotte Smith to All Participants:

@soni :D

from Jo Johnson to All Participants:

I wonder if the people we serve feel the same and that they have to conform to what is expected of them in the healthcare environment? What happens to the unpopular patient?

from claire weston to All Participants:

the world of the NHS seems in turn marvelous but very outdated to me

from Paul Harris to All Participants:

Yes need to get inside the greenhouse before you can have more impact when throwing your gravel rather than large stones

from Claire Astbury to All Participants:

This stuff on conformist rebels reminds me of the theory of wilful blindness and whistleblowers by Margaret Heffernan (find her TED talks). Whistleblowers were usually dedicated and loyal people who most cared about the organisation, not destructive types at all.

from Jonathan Lumb to All Participants:

seeing the world in a different way see yuo tube the reinvention of normal fantastic video

from Adam Mileusnic to All Participants:

Thanks Jim!

from @domcushnan DomCushnan to All Participants:

@claire great TED

from James Arkle to All Participants:

@Paul, yes!

from claire weston to All Participants:

in fact have frequently felt like Alice in Wonderland since i joined

from Paul Harris to All Participants:

I believe the unpopular patient is the opportunity to question exactly what you are doing and why they feel upset

from Nigel Millar to All Participants:

Fill the sails with wind, heel the boat over and ship some water - that is when will be going full speed

from Deborah Bennett to All Participants:

This is one of my personal goals for the Nye Bevan Programme .....

from Jan Jayes to All Participants:

never a truer word Helen

from Soni Cox to All Participants:

@charlotte on twitter @MWCsoni check out @HIC2016 too

from Matthew Elswood to All Participants:

Deborah - I graduate in March, great programme!

from Sebastian Yuen to All Participants:

Helen,

from bernadette.Kennedy@nhs.net to All Participants:

sounds like putting the candle out \_ sure we have all had those dark days. but one strike of the match and we r burning bright again

from andrea beacham to All Participants:

This is so true. Needs real courage to stay true to yourself when everyone else is heading in the other direction

from Maxine Craig to All Participants:

I think this links with the great strength of Gen Y - values driven

from Melanie Gray to All Participants:

personal values very important

from lillian hung to All Participants:

Be authentic, YES

from Deborah Bennett to All Participants:

Thanks Matthew; loving it but it's challenging

from Hermie Santos to All Participants:

excellent saying

from Matthew Elswood to All Participants:

indeed, take great care of yourself, be compassionate

from Jo Johnson to All Participants:

I agree Nigel. Change starts with ourselves. We need to look inwardly before attaching blame to others.

from Maxine Craig to All Participants:

Its another balancing act authentic public servants

from Julia Parnaby to All Participants:

Ha

from Gill Phillips to All Participants:

This is real. Helen talking about consequences of being a radical. I know some REALLY fab passionate people who are being ostracised at work at the moment because they are putting their heads about the parapet. Because they care. It is really difficult. I rocked the boat and fell out. We need to find ways to keep the fab people IN the organisation.

from Julia Parnaby to All Participants:

This is all brilliant stuff - really, really resonates!

from James Arkle to All Participants:

How do I 'apply' or submit my application? Where do I get the form from? couldn't see it anywhere, thanks

from Paul Harris to All Participants:

Great gandhi quote. Sometimes what you say is just not right time rather than what is right to say.

from Soni Cox to All Participants:

Hi @Tom Bell

from Deborah Bennett to All Participants:

Gill - this has been my experience

from Elaine Smithies to All Participants:

Yes, LOVE this bit about authenticity

from Mark Outhwaite to All Participants:

Anyone from AWP Metnal Health trust?

from Lisa ZUbach to All Participants:

I just left an organization that told me that I needed to stay in the office and just tell the staff what changes would be

from Jan Jayes to All Participants:

Sarita are you there?????

from E W to All Participants:

Dear everyone, there are lots of us and we are all making waves in the same direction. Keep the faith and keep doing our excellent work - others will start to join us.....

from lillian hung to All Participants:

Moral distress :(

from Justine Smith to All Participants:

@TomBell we work out into North Cumbria (Cumbria Partnerships and North Cumbria Uni Hospitals and looking for more participation in primary care)

from eddie clarke to All Participants:

Right decision Lisa Z

from sarita yaganti to All Participants:

yes!

from sarita yaganti to All Participants:

hey Jan.

from jim thomas to All Participants:

i have workforce innovation in my job title which means im supposed to be on the outside all the time.

from Lisa ZUbach to All Participants:

this is so relevant in so many places

from claire weston to All Participants:

i love this slide. have seen it before and its great

from helenyoungmidwife to All Participants:

Just been through period of psychological distress now intending to retire. sad!

from Charlotte Smith to All Participants:

@Justine Smith are you in Cumbria Justine? :) I am and @sonicox is too

from E W to All Participants:

Please watch this to see how you are already part of this positive change

<https://www.youtube.com/watch?v=GA8z7f7a2Pk>

from Lesley Morgan to All Participants:

Yay - I'm a rebel!

from lillian hung to All Participants:

Rebel needs support, collective power is the strongest

from Emily Davies to All Participants:

love this slide.

from Soni Cox to All Participants:

Hi @Justine Smith - in North Cumbria too

from jim thomas to All Participants:

lesley - me too

from James Arkle to All Participants:

@Tony I've gotten the e-mails, but didn't realise there was a form with questions on

from @domcushnan DomCushnan to All Participants:

love this video [https://www.youtube.com/watch?v=HKzKj\\_8CO2g](https://www.youtube.com/watch?v=HKzKj_8CO2g) gandhi's speech on non violence

from claire weston to All Participants:

though must admit 'passion' is a bit hackneyed but i'll let it go!

from Jan Jayes to All Participants:

can you turn a troublemaker into a rebel? seriously - we have assionate, creative, committed people who are behaving like troublemakers but I think they are frustrated rebels...

from Justine Smith to All Participants:

Hi @Soni

from Hugh Wilkins to All Participants:

It may not be our choice to leave - the status quo often sacks rebels

from Paula Wilkins to All Participants:

Love this slide, so true

from claire weston to All Participants:

yes i think you can turn a trouble maker into a rebel. they need to know they arent alone

from andrea beacham to All Participants:

Fantastic - am making this into a poster for the office!

from Emily Davies to All Participants:

Jan - probably depends why they're a troublemaker...are they rebels that have lost their cause sometimes?

from jim thomas to All Participants:

have a look at this stuff - the principles of workforce redesign

from Jane Robey to All Participants:

Love that video...

from Lisa ZUbach to All Participants:

I'm hanging this slide in the office

from Gill Phillips to All Participants:

I am freer now to 'live my values every day'. I am answerable only to myself. But it brings different challenges. Jumping ship is not easy and should not be necessary.

from Andy Hadley to All Participants:

I think there is power in listening to troublemakers, they often tell you where the organisation has been going wrong. Turning them into rebels should be a strength.

from James Arkle to All Participants:

@Tony, thanks for that. Just noticed somebody earlier talking about an answer they'd written, must've been for a previous year!

from Jonathan Lumb to All Participants:

I think I'm a rebel but perceived as a trouble maker!

from bernadette.Kennedy@nhs.net to All Participants:

Thank you for simple summary slide \_ it resonates 're:rebel

from Sebastian Yuen to All Participants:

Helen, what if you do feel that you have tried your best and that you cannot remain true to your values within your current organisation? Having given everything? And even had a voice. Things are really tough at the moment :-)

from Jackie Gillespie to All Participants:

Love the difference between troublemaker and rebel - our society needs optimism and positivity.

from Melanie Gray to All Participants:

rebel

from jon bryant to All Participants:

change is the natural stae of things so change is always possible

from Justine Smith to All Participants:

@Charlotte Smith we cover NE and North Cumbria, but based in Newcastle

from Jane Robey to All Participants:

I'm a rebel with a strong streak of chicken....

from Joanna Jenkins to All Participants:

Rebel all the way

from jim thomas to All Participants:

andy - yep our research shows that trouble makers are supported when things go well and silenced when they dont

from Fauve Syers to All Participants:

haha

from Maxine Craig to All Participants:

I think we are all capable of both - self awareness is key

from Lisa ZUbach to All Participants:

In my experience, people go from rebel to troublemaker when they are feeling not heard or supported

from Claire Astbury to All Participants:

Like the idea of looking at how to listen to what troublemakers say and help turn them into rebels

from helenyoungmidwife to All Participants:

Been a trouble maker and a rebel. challenging!

from dhiraj ail to All Participants:

if a rebel does not achieve , he starts slipping down and becomes a troublemaker



from Nicole Whitaker to All Participants:

PASSION!

from Thea Moss to All Participants:

together

from Fauve Syers to All Participants:

Think this is a really good slide!

from Louise Holden to All Participants:

together

from Deborah Bennett to All Participants:

mission focused

from Simon Milner to All Participants:

create

from Ruth McCrudden to All Participants:

I would say i have been a trouble maker, have recently switched to being a rebel, I'm not sure how but they aren't that different... its just how i go a bout it

from Hermie Santos to All Participants:

passion

from Shabs Rajasekharan to All Participants:

I used to be a troublemaker...now I'm a troublemaker trying to make less trouble

from Daniel Thomson to All Participants:

together

from Catherine Gale to All Participants:

TOGETHER !!

from Deirdre Munro to All Participants:

together

from Fauve Syers to All Participants:

passion!

from Sue Manser to All Participants:

together

from Kevin Percival to All Participants:

together

from Lisa ZUbach to All Participants:

together

from hannah Jowett to All Participants:

optimist

from Hemlata Fletcher to All Participants:

passion

from melanie newdick to All Participants:

Optimist

from jim thomas to All Participants:

optimist

from Ann Rae to All Participants:

optomist ?

from Lesley Morgan to All Participants:

Optimist

from Matthew Elswood to All Participants:

optimist

from Nigel Millar to All Participants:

create

from andrea beacham to All Participants:

optimist

from eddie clarke to All Participants:

optimist?

from Andy Hadley to All Participants:

Optimism

from Erin to All Participants:

Together

from Claire Astbury to All Participants:

Most important - optimist

from Shawn Ireland to All Participants:

Together!!

from Maxine Craig to All Participants:

Optimist

from Nick Dixon to All Participants:

optimist

from lourda geoghegan to All Participants:

optimist

from Hugh Wilkins to All Participants:

optimist

from Charlotte Smith to All Participants:

together

from lorraine Armstrong to All Participants:

toether

from Melanie Gray to All Participants:

passion

from Hemlata Fletcher to All Participants:

omptimistic

from Susan Smith to All Participants:

together

from jason allen to All Participants:

optimist

from Daniel Thomson to All Participants:

TOGETHER

from Jane Prestie to All Participants:

REbel energy generated

from Emily Davies to All Participants:

empowerment

from Debra Barrath to All Participants:

Possibilities

from zeina dakroub to All Participants:

together

from lauren megahey to All Participants:

together

from Joanna Jenkins to All Participants:

Have been a trouble maker in the past - know better now.

from lorraine Armstrong to All Participants:

yeah!!!

from alessandro sironi to All Participants:

together

from Deirdre Munro to All Participants:

#allinthistogether

from Gill Phillips to All Participants:

Together is key :)

from Matthew Elswood to All Participants:

that's not ideal for us introverts!

from Jan Jayes to All Participants:

thanks Jim - i think you might be right. i'm feeling thier pain, but don't know how to help them :(

from Jo Johnson to All Participants:

Troublemakers are rebels in the making. They need to be listened to and supported by the rebels!

from Joanna Jenkins to All Participants:

It's so much easier to change if you do it with others

from rosannahunt to All Participants:

negative energy comes from troublemakers. rebels smile more.

from Maxine Craig to All Participants:

Hi Wendy

from Daniel Thomson to All Participants:

that's not ideal for us introverts! = true

from Ruth McCrudden to All Participants:

I know a trouble maker who would be come a rebel if only she worked together... everying thing else she is a rebel

from Deirdre Munro to All Participants:

Hi Tony lovely to see you here #togetherweInspire

from Jan Jayes to All Participants:

i want to hug a troublemaker!

from Russell Young to All Participants:

The inertia in our Health Service has made me seriously consider being a trouble-maker; despite all my optimism. The SHCR has given me a better focus!

from Gill Phillips to All Participants:

Lovely to hear Pip Hardy again :)

from @domcushnan DomCushnan to All Participants:

Jan love that "hug a troublemaker"

from jim thomas to All Participants:

take a look at this <http://www.skillsforcare.org.uk/Leadership-management/Workforce-redesign/Workforce-redesign.aspx>

from Jan Jayes to All Participants:

; ) Tony

from Mark Outhwaite to All Participants:

All the way from Oz...

from Julia Parnaby to All Participants:

So - anyone have top tips for finding allies in big impersonal organisations?

from Jan Jayes to All Participants:

wow...wish I was there

from Maxine Craig to All Participants:

@Jayne Janes coffee !

from Hugh Wilkins to All Participants:

Don't apologise for being introvert

from Deborah Bennett to All Participants:

Anyone have top tips for finding allies in small, insular organisations?

from Emily Davies to All Participants:

Brilliant Ted talk about the power of introversion...but forget who it's by...

from Lynn Hartley to All Participants:

never underestimate the power of a cup of coffee and a bit of cake - informal meetings build allies

from Gordon Quinn to All Panelists:

It's all about getting the buy in from Senior management

from Felicity Pocklington to All Participants:

Being an introvert should be embraced :)

from Jane Robey to All Participants:

Nothing wrong with being an introvert!

from Nigel Millar to All Participants:

finding allies - start saying things like "this place could be great - what can we do" - people will declare themselves as radicals

from @domcushnan DomCushnan to All Participants:

that sounds good emily lets try and find it

from Deirdre Munro to All Participants:

I am good Tony and you? Excited to join again this year. I am rebel eveready to explore person centred care #SHCRPcc

from Maxine Craig to All Participants:

@deborah Bennett coffee !

from Susan Smith to All Participants:

Knowledge cafes are great for making contacts in large organisations - check out David Gurteen

from Jo Johnson to All Participants:

See the potential in the troublemaker not the problem.

from claire weston to All Participants:

wear a t shirt that says 'rebel' and talk to whoever asks you about it

from Ruth McCrudden to All Participants:

Quiet by susan Cain :-)

from Deborah Bennett to All Participants:

:) Maxine

from Jan Jayes to All Participants:

we did a small activity in our team reently - a 'culture hack' - where we took a colleague we didn;t know very well (but had some connection with through work) for a coffee. really opened up onversations, relationships and created new connections.

from Matthew Elswood to All Participants:

I am reading 'Quiet' which is a great book about introverts, I recommend it

from Jo Johnson to All Participants:

See the potential in the trouble maker not the problem.

from James Arkle to All Participants:

form a rebel alliance!

from Justine Smith to All Participants:

It may be that you get your energy and support from outside, then start to create your own allies, or watch out for others who show the radical signs

from Emily Davies to All Participants:

Found it! [https://www.ted.com/talks/susan\\_cain\\_the\\_power\\_of\\_introverts?language=en](https://www.ted.com/talks/susan_cain_the_power_of_introverts?language=en)

from Lynn Hartley to All Participants:

just ask someone if you can come and see them to find out what they do - everyone loves telling other people about what goes on

from Jan Jayes to All Participants:

so tue Lynn

from hannah Jowett to All Participants:

I find that finding allies starts with building relationships. be genuinely interested in people and their views.

from Jan Jayes to All Participants:

trye!

from Jane Robey to All Participants:

A rebel alliance - I like it! Give a loud rebel yell and see who comes running!

from @domcushnan DomCushnan to All Participants:

can we make a resouce for these great books and links for introverts and as it recurring question :)

from Jan Jayes to All Participants:

true damn it!

from Fauve Syers to All Participants:

culture hack sounds good

from Jackie Gillespie to All Participants:

I would agree 'Quiet ' fabulous insight into me (an introvert).

from Ruth McCrudden to All Participants:

Hello Wendy from Sydney across the ditch

from claire weston to All Participants:

try hummin'rock the boat' and see who joins in

from Jan Jayes to All Participants:



see this for culture hack ideas <http://www.culturevist.com/academy/the-ultimate-guide-to-company-culture-hacks/>

from lauren megahey to All Participants:

any clinical leadership fellows on here? I am taking a year out on a new scheme called ADEPT in Northern Ireland, and it is great to observe and learn from a wide variety of leaders

from Paul Harris to All Participants:

Would agree Twitter has made me realise my views are not singular and radicals support each other.

from Matthew Elswood to All Participants:

my my, how many CCGs is that!? haha

from lourda geoghegan to All Participants:

Lauren - I'm GenerationQ Fellow also in Belfast, thikn we have connected already? Great to see you are participatin in SHCR this year!

from Russell Young to All Participants:

That's us - right at the very bottom of WA....

from Nigel Millar to All Participants:

Well done Wendy - I met those guys in Perth - they are awesome

from Kevin Holliday to All Participants:

Which twitter hashtags to folow?

from sarita yaganti to All Participants:

great story wendy!

from Lynn Hartley to All Participants:

Definitely agree that we need to have more fun at work - we spend an awful lot of time here, might as well enjoy it!

from @domcushnan DomCushnan to All Participants:

@jan we are doing a lot of hacks and would love to disucss this resource with you

from Hermie Santos to All Participants:

thnks wendy

from Jackie Gillespie to All Participants:

Thank you Wendy

from James Arkle to All Participants:

#SHCR!

from @domcushnan DomCushnan to All Participants:

dominic.cushnan@nhs.uk

from Hugh Wilkins to All Participants:

If using social media, beware, the hierarchy may sack you.

from @domcushnan DomCushnan to All Participants:

@hugh i find that people have a lot more intimate conversations via DM

from kath farmery to All Participants:

just been chastised for setting up a twitter account

from Hugh Wilkins to All Participants:

I agree

from lillian hung to All Participants:

Change starts with me and US

from Maxine Craig to All Participants:

Dont fear social media ... if you are acting in accordance with your contract of employment and professional codes you should be fine

from James Arkle to All Participants:

Really Kath? Just for setting it up?

from Hugh Wilkins to All Participants:

not in my case (email, not social medial)

from Gill Phillips to All Participants:

Wendy mentions having more FUN as a result of getting involved in #SHCR. Fun is FUNdamental to building a change platform and a big part of #MatExp :) <https://steller.co/s/5BudJkGD2cN>

from kath farmery to All Participants:

yes, all contact to be centrally controlled!

from Paul Harris to All Participants:

Presenting at a large conference was excellent as my story was wonderfully received against a backdrop of many willing to criticise on my own doorstep.

from @domcushnan DomCushnan to All Participants:

we need a creative commons social media policy that make sense for the org and us as individuals

from Emily Davies to All Participants:

I've lost the video box of Helen! How do I get it back?

from Hermie Santos to All Participants:

we can be role model in this change

from jim thomas to All Participants:

Pathways are not the answer as they fail to put the person at the centre and assume that peoples care and support is linear.....

from Lesley Morgan to All Participants:

I find LinkedIn groups are quite good for networking with people about ideas too.

from Paul Harris to All Participants:

Inner place so essential the values, passion and belief that makes us want to make a difference often against the tide of sameness and safety

from eddie clarke to All Participants:

Emily - we all have I think

from andrea beacham to All Participants:

I went to an inspiring mental health nursing conference and one of the questions was, why do we never speak about love?

from James Arkle to All Participants:

We do a 'Change Champions' session every month or two, which has been quite helpful for networking beyond my own organisation

from Nigel Millar to All Participants:

Change with Every breath you take  
Change with Every move you make  
Change with Every friend you make

Change with Every step you take  
We'll be cheering you.

from Hermie Santos to All Participants:

I agree about love

from Claire Astbury to All Participants:

Hi Jim, I think pathways have their place but aren't always useful for people who need to be on several at once. And they are clinically driven so can miss out on broader environmental aspects

from Nick Dixon to All Participants:

Pathways are not the answer as they fail to put the person at the centre and assume that peoples care and support is linear..... too right Jim Thomas

from Maxine Craig to All Participants:

Hi Jon

from Matthew Elswood to All Participants:

this is how people experience care, and how i experience my 'system'  
<http://depositphotos.com/19760617/stock-illustration-cartoon-fight.html>

from lauren megahey to All Participants:

lourda geoghegan - hi :)

from Jo Johnson to All Participants:

I really agree with Helen Beven and again love has to start wiith yourself. Cant wait to hear more about resilience in future sessions.

from jim thomas to All Participants:

Claire thats the key - they are driven by process rather than people

from lourda geoghegan to All Participants:

Lauren Hi, good to connect again, Hope you're learning lots!

from debbie kennedy to All Participants:

it is very difficult for people to argue if motivated by love

from Jan Jayes to All Participants:

but not impossible :(

from Pip Hardy to All Participants:

Love might not be all you need, but it is crucially important!

from Jan Jayes to All Participants:

essential!

from Jonathan Lumb to All Participants:

Love is all you need - cue for a song!

from Jan Jayes to All Participants:

I'm humming too many different songs now!

from claire weston to All Participants:

how true is that

from @domcushnan DomCushnan to All Participants:

we need a playlist @jan and @jonathan

from Justine Smith to All Participants:

The NHS is impenetrable on the inside too!

from bernadette.Kennedy@nhs.net to All Participants:

feels very similar on the inside lots of the time..

from lorraine Armstrong to All Participants:

This is a massive challenge 'the NHS being impenetrable'

from elenararibas2 to All Participants:

I'm from Brazil and I'm loving the discussion

from lorraine Armstrong to All Participants:

I am a clinical academic fellow and struggle!

from Claire Astbury to All Participants:

Totally agree with Jon that from the outside, the NHS feels enormous and hard to access. I've spent two years trying to learn more and realising that it's not one thing but many many different bits has been the most helpful!

from Maxine Craig to All Participants:

After 33 years I moved to the edge to look into the NHS and it looks very different from edge !

from Justine Smith to All Participants:

I feel frustrated on a daily basis with the silo within a silo of the NHS

from Charlotte Smith to All Participants:

To be honest the NHS feels pretty enormous on this inside as well!

from Lisa ZUbach to All Participants:

I have the same frustrations in the organization I work in

from Jan Jayes to All Participants:

me too

from claire weston to All Participants:

well, the NHS is ENORMOUS and its amazing that such a big organisation has such a clear and definitive culture

from sarita yaganti to All Participants:

enthusiasm, a smile goes a long way in the NHS

from James Arkle to All Participants:

@Claire, exactly that, it's probably that which makes it difficult. You can get in to one part but it's segmented away from the others. Like the titanic. Hopefully it doesn't sink!

from Jan Jayes to All Participants:

goes a long way everywhere :)

from Lesley Morgan to All Participants:

I'm a Quality Manager in Pathology - change happens, but it's a slow process. Getting staff engaged is key.

from bernadette.Kennedy@nhs.net to All Participants:

I fear that patients have this outsider feeling too

from Maxine Craig to All Participants:

It is big but it has 1.3 million opportunities for relationship building

from lauren megahey to All Participants:

lourda geoghegan -i will have to look up more about generation Q. not sure if we have chatted before - there are 8 ADEPT fellows this year. Learning lots this year, it is a great programme

from Nick Dixon to All Participants:

The NHS is the third biggest organisation in the world isnt it? It will be impenetrable sometimes but its getting better

from James Arkle to All Participants:

@Maxine, well said!

from Claire Astbury to All Participants:

Love that perspective Maxine - the bigger it is the more opportunities to engage

from Lisa ZUbach to All Participants:

I focus on the relationship building on a daily basis

from Justine Smith to All Participants:

Yes we are trying to engage patients

from Jackie Gillespie to All Participants:

John you are so essential to healthcare.

from dhiraj ail to All Participants:

change is essential and its important to implement it , or we end up breeding mediocrity

from Lisa ZUbach to All Participants:

from one end of the organization to the next, from frontline staff-nurses, porters, housekeeping to the senior leadership team

from Jan Jayes to All Participants:

just seeing how many of us are here and connecting is giving me so much inspiration. I'm not alone!

from Susan Smith to All Participants:

ran a rct a couple of months ago, poor turn out but still had good number of new connections and projects out of it. another planned in June.

from Jan Jayes to All Participants:

might try a RCT.

from sarita yaganti to All Participants:

and reconnecting.....turns out Jan and I went to junior school together!!!!

from Jan Jayes to All Participants:

such a small world sarita!

from sarita yaganti to All Participants:

and we were radicals back then!!

from sarita yaganti to All Participants:

:)

from Mark Outhwaite to All Participants:

do we need a secret handshake for the SHCR?

from Jan Jayes to All Participants:

why not ;)

from Jonathan Lumb to All Participants:

suggested a RCT within my org so will see what happens

from Soni Cox to All Participants:

@claire astbury @james arkle @claire weston Agreed! Huge - can feel like a closed shop sometimes - why SHCR is refreshing and needed

from Lesley Morgan to All Participants:

Mine is here right next to me too.

from @domcushnan DomCushnan to All Participants:

QWERTY for a cat name i love that

from Lisa ZUbach to All Participants:

nice assistants:)

from E W to All Participants:

I \*heart\* QWERTY

from Jane Robey to All Participants:

great cat name!

from Clare Cape to All Participants:

qwerty is adorable

from Charlotte Smith to All Participants:



fab cat name John!

from @domcushnan DomCushnan to All Participants:

@mark yeah its hi5 ?

from bernadette.Kennedy@nhs.net to All Participants:

what a warm and kind voice you have \_ it's not just the internal drivers it is important to have the communication skills too. Thank you for your contribution

from lourda geoghegan to All Participants:

Need to organise my feline assistant - PAULIE, will tweet photo of him for next wee's session!

from Lesley Morgan to All Participants:

Thank you

from Charlotte Smith to All Participants:

It's great to hear your story John thank you.

from @domcushnan DomCushnan to All Participants:

@bernadette i was thinking i love that voice!

from Jan Jayes to All Participants:

wonderful John

from marjan van maurik to All Participants:

aahhhh

from andrea beacham to All Participants:

Really inspiring, Jon - we so often don't say what we could because we don't have the confidence. And we should!

from Nicole Whitaker to All Participants:

Thank you, Jon!

from claire weston to All Participants:

OK. Are there any healthcare radicals who work in Victoria House Fulbourn?

from Jane Douthwaite to All Participants:

thankyou John

from helenyoungmidwife to All Participants:

Definitely sharing this group locally. great idea John

from Deborah Bennett to All Participants:

I'm a mental health service user and a senior manager in the NHS. The conflict in being an activist and not compromising my position as a leader is a real challenge

from Justine Smith to All Participants:

Like a big virtual hug

from Paula Wilkins to All Participants:

Wonderful and inspiring.

from Roisin Breen to All Participants:

Jon is inspiring

from lourda geoghegan to All Participants:

thanks Jon for a great reflection

from Nicky Runeckles to All Participants:

Thank you Jon :)

from catherine Seal to All Participants:

great story John thank you

from Jane Robey to All Participants:

Well said Jon

from Maxine Craig to All Participants:

Great session today

from E W to All Participants:

Keep on Rocking :-)

from Layne Mitchell to All Participants:

Great session, great stories and quotes

from Ann Rae to All Participants:

Thankyou everyone so much for a great session #SCHR - see you virtually next week.

from Frances MacGuire to All Participants:

hooray - finally connected, at the end - darn it !

from michele Wood to All Participants:

I have so enjoyed this - thank you. I send my apologies for next week - I have a funeral to attend, so will catch up with the session afterwards.

from Janine Lucking to All Participants:

EW im up for it !!

from Jan Jayes to All Participants:

thanks everyone - great start!

from @domcushnan DomCushnan to All Participants:

@frances this will all be available to watch and I am sure lots would like to connect

from Lisa ZUbach to All Participants:

thanks so much to everyone for the positive thoughts and comments. This is great

from jim thomas to All Participants:

good stuff thanks

from janet varga to All Participants:

thank you for such a thought provoking session xx

from Thea Moss to All Participants:

Anyone in Edmonton, Alberta want to do a RCT? tweet @tippolina

from Laura Harris to All Participants:

Some really thought provoking point made today, thank you to all the presenters.

from jan to All Participants:

Request: can someone cop/paste the chat box comments and share w/all? Hope so! Thx!

from Papworth Education to All Participants:

Thank-you from Papworth - plenty of food for thought :-)

from E W to All Participants:

love to stay in touch - tweet me at @i\_care\_PooleNHS

from Frances MacGuire to All Participants:

great training opp in using soc media - i'll get there

from Lisa ZUbach to All Participants:

I'm in Lethbridge Alberta, we could do phone coffee Laura Harris

from Elizabeth Robinson to All Participants:

Just do it!

from Olivia Donnelly to All Participants:

dear john, thanks for your sharing your courage and passion ..and helen and the team for leading the way... super inspiring. what a fabulous school to have joined and network of fabulous, forward-thinking folk. exciting times. huge thanks

from Gill Phillips to All Participants:

RCT - Randomised Coffee Trial - a great way to connect :)

from Frances MacGuire to All Participants:

can it be peppermint tea?

from Adam Mileusnic to All Participants:

So up for the RCT! :p

from andrea beacham to All Participants:

Sounds fab!

from bernadette.Kennedy@nhs.net to All Participants:

lucky dip coffee love it

from claire weston to All Participants:

gin?

from Elena Chernenko to All Participants:

amazing idea!

from claire weston to All Participants:

sorry forgot myself there

from Pip Hardy to All Participants:

Thanks to Jim Rawson for the idea of My 3 Words - more information here:  
<http://chrisbrogan.com/3-words-2016/>

from Matthew Elswood to All Participants:

Looking forward to the RCT!! Who will it be?

from Helen Collins to All Participants:

can the email address be sent over chat?

from Clare Cape to All Participants:

yes gin

from lillian hung to All Participants:

Interesting RCT

from @domcushnan DomCushnan to All Participants:

thank you everyone

from Melanie Gray to All Participants:

radicals@nhsiq.nhs.uk

from Jane Douthwaite to All Participants:

What is the email address that we email for the RCT?

from Jane Douthwaite to All Participants:

Thank you

from James Arkle to All Participants:

Cheers Melanie

from jim thomas to All Participants:

yep - happy to talk to anyone jim.thomas@skillsforcare.org.uk

from Deirdre Munro to All Participants:

thank you so much Jon

from Joanna Hemming to All Participants:

radicals@nhsiq.nhs.uk

from Paula Wilkins to All Participants:

radicals@nhsiq@nhs.uk

from Melanie Gray to All Participants:

radicals@nhsiq.nhs.uk - mail address that we email for the RCT

from jon bryant to All Participants:

If there are any other citizen radicals having trouble finding groups get in touch @chicustard and lets see what we can do

from Gill Phillips to All Participants:

#Ekk. Homework time. I need to get a dog... ;-)

from Frances MacGuire to All Participants:

what happens if ur employer doesnt like radicals?

from Maxine Craig to All Participants:

If you are in the North East get in touch @maxine\_craig

from Jonathan Lumb to All Participants:

frances - change job

from Lesley Morgan to All Participants:

Be a subtle radical - go in under their radar.

from Maxine Craig to All Participants:

love them to death !!! ( employers )

from Frances MacGuire to All Participants:

yes, probably, but im an spr public health

from Jan Jayes to All Participants:

stealth mode ;)

from @domcushnan DomCushnan to All Participants:

if anyone wants to chat with me about how we can build a simple tool to help connect people as the chat moves so fast dominic.cushnan@nhsiq.nhs.uk @domcushnan

from David Montgomery to All Participants:

Sitting and chatting rather than standing and shouting in your boat helps keep you on board!

from Andy Hadley to All Participants:

Public health ought to be right out there with change !

from Frances MacGuire to All Participants:

too late 4 stealth, i used to work for greenpeace

from Madelon Rooseboom to All Participants:

Thank you! and again I realize that connecting is so important. However, sometimes I'm a bit afraid to connect and make it work.

from Hermie Santos to All Participants:

thank you so much Helen and the team

from Caitriona Mullan to All Participants:

Can you send us those key points again? And the email address to send it to? Re Change agent certification

from Joanna Jenkins to All Participants:

Anyone in Staffordshire get in touch - twitter FinanceJo

from Clare Cape to All Participants:

stealth is good!

from jon bryant to All Participants:

Love that Maxine... Stealthy radicals do it quietly:)

from James Arkle to All Participants:

We didn't get an e-mail to send yet, but these are my notes Caitriona:

Certification

Fill out a form - via News from Jo

She will send a link

that the challenge we faced was, why it resonated with me, and what we did it. How we applied our learning, techniques and frameworks from SHCR. What was the impact of our efforts?

Keep it succinct!

from Caitriona Mullan to All Participants:

Thanks for a great experience today

from helenyoungmidwife to All Participants:

Feel totally inspired. Thanks.

from Pip Hardy to All Participants:

The key points are also in the Study Guide Caitriona...

from Jan Jayes to All Participants:

i tried to register for the edge issues, but it tells me it doesn't recognise my email address (it's not an NHS one). Can anyone help?

from Joanna Jenkins to All Participants:

Really great session - thanks

from Caitriona Mullan to All Participants:

thanks- sorry just catching up here!

from Hannah Jowett to All Participants:

Brilliant session today. I'm feeling inspired. Thanks to all involved and my fellow change agents.

from Emily Davies to All Participants:

So gutted to miss this talk (I've got a job interview!!) - will it be recorded?

from @domcushnan DomCushnan to All Participants:

@jan email me and I will get a look

from bernadette.Kennedy@nhs.net to All Participants:

hurrah I am off work tomorrow I'm tuning in!

from Paul Harris to All Participants:

Thanks enjoyed the fast and furious multi-tasking of chat participation combined with online learning. Will join in again next week.

from James Arkle to All Participants:

Enjoyed the session, thanks for this :)

from Charlotte Smith to All Participants:

Thank you for a good session everyone :)

from Elena Chernenko to All Participants:

thanks for the session everyone!

from Joanna Hemming to All Participants:



@Jan please email me at radicals@nhsiq.nhs.uk and I will assist you with your registration issues

from Maxine Craig to All Participants:

Bye everyone - keep rocking and loving !!!

from Hemlata Fletcher to All Participants:

Thank you, catch up next week!

from Gordon Quinn to All Panelists:

what a great webinar, back next week Thanks everyone and take care

from Barry Verdin to All Participants:

thank you SHCR great session!

from lillian hung to All Participants:

Thank you so much, Helen

from Viki Wadd to All Participants:

brill session - thanks

from Adam Mileusnic to All Participants:

Great session! Thank you SHCR.

from Claire Astbury to All Participants:

I'm so impressed that the technology worked so well today - really powerful tools to bring people together!

from Lesley Morgan to All Participants:

Lots of food for thought. Really enjoyed it. Thank you.

from Jo Johnson to All Participants:

Why does the time always go so fast when you are thriving? Thanks everyone.

from Justine Smith to All Participants:

Be brave, be radical

from Lesley Morgan to All Participants:

Be stealthy

from Jan Jayes to All Participants:

I'd like to run this within the OU...

from Frances MacGuire to All Participants:

great stuff - inspiration and hope that theres space for change in the nhs

from Jackie Gillespie to All Participants:

I have really enjoyed today - looking forward the next few weeks.

from James Arkle to All Participants:

Be you. ;)

from Jonathan Lumb to All Participants:

a great session - should have done this before!

from lorraine Armstrong to All Participants:

THANK YOU!!!

from Julia Parnaby to All Participants:

Thanks!

from Gill Phillips to All Participants:

"Together we can make a difference" - fab final message. Hoping #SHCR goes from strength to strength :) Thank you. Gill X

from Elaine Smithies to All Participants:

Thank you!

from Debra Barrath to All Participants:

Thank you everyone! See you all next week!

from lorraine Armstrong to All Participants:

:) x

from Stephen to All Participants:

Thanks you

from Nick Dixon to All Participants:

thanks!

from Nicole Whitaker to All Participants:

THANK YOU!

from James Arkle to All Participants:

BYE

from dhiraj ail to All Participants:

thanks a lot

from Lesley Morgan to All Participants:

Bye!

from Deirdre Munro to All Participants:

thank you so much

from Joanna Jenkins to All Participants:

Bye

from Lisa ZUbach to All Participants:

Bye, thank you

from zeina dakroub to All Participants:

thank you!

from @domcushnan DomCushnan to All Participants:

bye

from Nicky Runeckles to All Participants:

thank you!

from Shabs Rajasekharan to All Participants:

bye!

from bernadette.Kennedy@nhs.net to All Participants:

techno great how did u do it all I would love to use a forum like this for patients

from lauren megahey to All Participants:

bye

from Caitriona Mullan to All Participants:

Bye!

from James Arkle to All Participants:

BYE BYE BYE BYE

from Melanie Gray to All Participants:

than k you, bye

from nina finlay to All Participants:

thank you

from louise Mckeeney to All Participants:

thank you really enjoyed that

from Elaine Trainor to All Participants:

many thanks

from Matthew Elswood to All Participants:

Bye all, be good, or don't but do it together

from Abdul-Hamid Hussein to All Participants:

Thank you very much, bye

from Jodi Brown to All Participants:

Bye everyone

from Jane Douthwaite to All Participants:

Goodbye

from Sue Manser to All Participants:

Bye

from lorraine Armstrong to All Participants:

can we stay : )

from jon bryant to All Participants:

Bye all spead the word!

from Graham Mackenzie to All Participants:

Thanks for great session

from Farbod Raiszadeh to All Participants:

Bye

from John Rouse to All Participants:

Cheerio, thanks!

from Rob Isherwood to All Participants:

Awesome event thank you bye

from Peter Toohey to All Participants:

Thank you for an amazing first session!

from Gill Minto to All Participants:

Thanks, bye

from Caitriona Mullan to All Participants:

Disrupting with care!

from Kay Rutherford to All Participants:

so great! thank you

from Jane Beadle to All Participants:

thank you for a great session

from Fauve Syers to All Participants:

Bye

from Paul Harris to All Participants:

Enjoyed chatting will join up next week. Bye. Thanks great session.

from bernadette.Kennedy@nhs.net to All Participants:

we go together like. ....sing along all you grease fans

from Paul Harris to All Participants:

Do you know we can still hear you

from @domcushnan DomCushnan to All Participants:

just having a debrief :)

from Paul Harris to All Participants:

Nice to see the passion to get things right to improve