Strategic Discover Report - applying the initial learning from our pandemic response to a delivery of our Health & Care strategy.

30\textsuperscript{th} July 2020
The importance of learning from this once in a century event

It has impacted every area of our lives:

- personal and professional
- on our services - how, where and what we provide
- on our communities
- on the way we live our lives

Amongst the negative impacts we have experienced, there has been significant change for the better

Our responsibility is to capture the learning, recover from what has happened and ensure the positive changes are embedded for the benefit of our staff and the public we serve

That is what this Discovery Report is about and is an important milestone in our ongoing response to the pandemic
‘Out of a bad situation with COVID-19 [came] the opportunity for us to change our way of work with immediate effect. It was the stimulus to be innovative and dynamic, being able to continue to provide safe and timely care to our patients. It has brought us all together more and it is amazing what can be achieved as a team and with the support of each other and our patients.’
Staff video
Looking back
Learning from previous pandemics

Looking out
Global learning research and international think tanks

Looking in
Feedback from our system leaders, patients and stakeholders to learn from their experience.
Looking forward

Initial learning that is relevant to the Health and Care Strategy under the following areas, which reflect the key ambitions;

• Population health and wellbeing
• Integrated community network - Social Model for Health
• Delivering a sustainable hospital network
• Transforming Mental Health & Learning Disabilities
• Enablers
Lessons learnt – key themes

- Health charities
- Common vision and shared goals
- Empowerment and autonomy to act
- Clear decisions making structures
- Control & due diligence
- Staff wellbeing
- Knee Jerk reaction.

“What the Transformation Programme Office (TPO) is doing in gathering feedback is exactly what should be done. But it’s so important we feed this back. So that people feel listened to and action is taken or an explanation of why not.’
Lessons learnt – key themes

Rehabilitation

Mental health and wellbeing

Supply and services - PPE

Access to and benefits of technology

Integrative collaborative, partnership working
Rhys’s Story
Lessons learnt – key themes

Field Hospitals

Shielding

Changing patient and public behaviour

Technology enabled care

Engagement via ‘Survey me’

Learning from patients - video
Patient’s video
Lessons learnt – key themes

Limited strategic planning

Integrative collaborative, partnership working

Workforce flexibility and ‘can do’ culture

Public Health response

Working digitally

Testing & Infection Prevention
Mari’s Story
"Thank you for today, one of the most energetic delivery focussed sessions I have been in in my 40 Years in the NHS, congratulations on the approach and delivery"
We will use a process of continuous discovery.
The Board is asked to:

• Approve/authorise the work to continue, embed or adopt the service change and innovation set out above and in the Strategic Discover Report, subject to the Strategic Enabling Groups setting out the engagement needed, feasibility, timescales, costs and other requirements;

• Approve the decisions to commence work on the key areas set out above and in the Strategic Discover Report, subject to the Strategic Enabling Groups setting out the engagement needed, feasibility, timescales, costs and other requirements;

• Approve the dis-establishment of the existing Health and Care Strategy Delivery Group, and underpinning Transformation Programmes and governance structures;

• Note the terms of reference for the newly established Transformation Steering Group.
Thank you!