



learning  
from  
excellence

LFE4

08.10.2021



CIVILITY SAVES  
LIVES

**Being**

**B E T T E R**

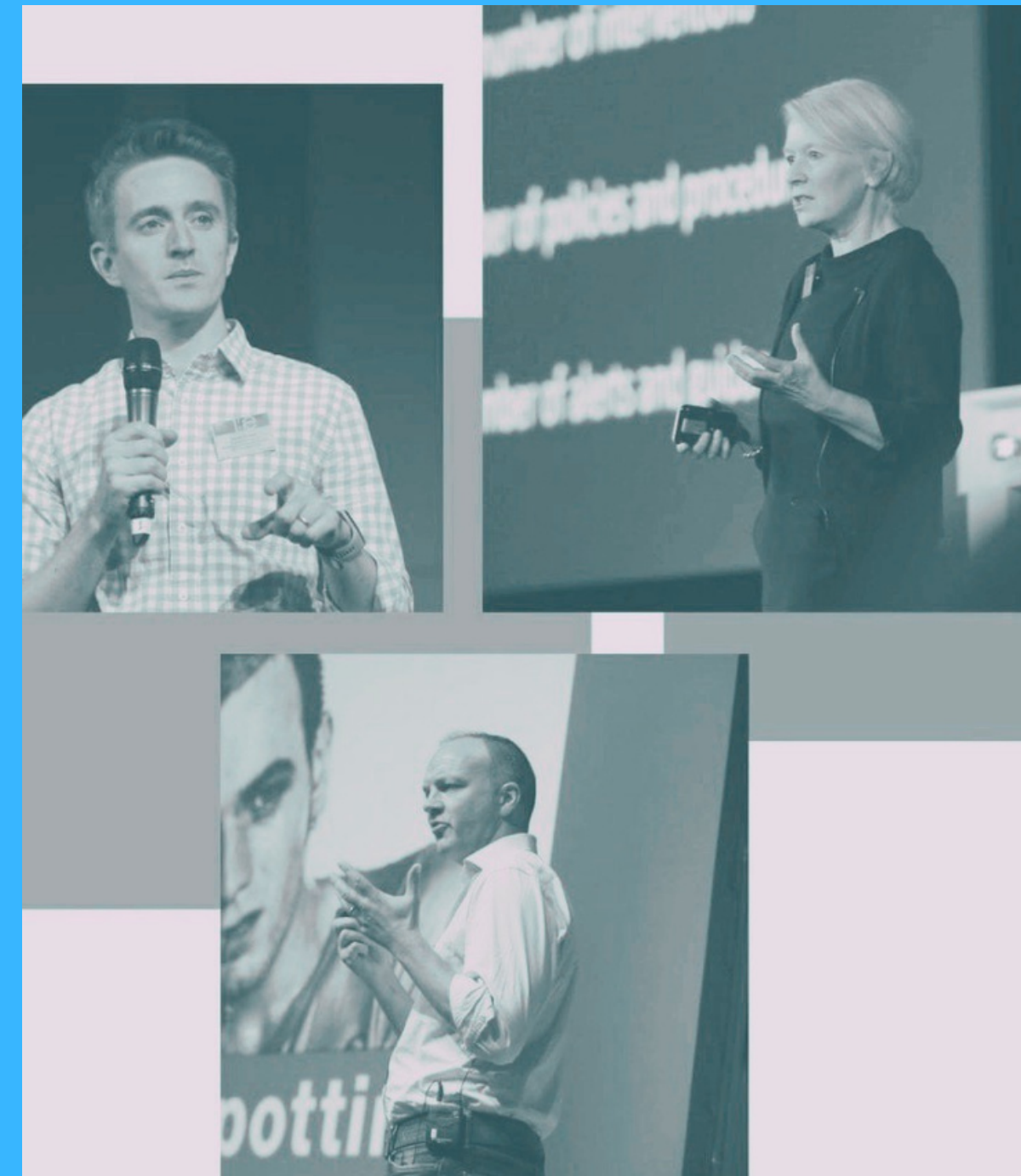
*together*

# WELCOME

## The 4th Learning from Excellence Community Event (LfE4) with Civility Saves Lives: Being Better Together

The Learning from Excellence (LfE) team are excited to bring you the 4th LfE Community Event. The theme for the event is “**Being better, together**”, reflecting our aspiration to grow as individuals, and as part of a community, through focussing on what works. For this event, we are delighted to partner with the Civility Saves Lives (CSL) team, who promote the importance of kindness and civility at work and seek to help us to address the times this is lacking in a thoughtful and compassionate way, through their Calling it out with Compassion programme.

Today's conference will include conversations with people who inspire the work of LfE and CSL. It will be as interactive as we can make it and will be followed by the release of some longer-form conversations with the conference speakers and the LfE & CSL teams as a podcast series.



09.15 **WELCOME**

09.30

### **A BETTER WORKFORCE CULTURE**

Camilla Kingdon, Consultant Neonatologist and President RCPCH  
Alex Gillespie, Associate Professor, department of Psychological and Behavioural Science, London School of Economics

10.30am  break

10.45

### **SUPPORTING EACH OTHER**

Dhruv Parekh, Consultant Intensivist, University Hospitals Birmingham  
Hena Syed-Sabir, Psychologist, Birmingham Women's and Children's NHS FT

11.45am  break

12.00

### **INSPIRATION AND JOY**

Dr Glaucomflecken, comedian and Ophthalmologist  
Frank Turner, musician

1.00pm  break

13.30

### **PUTTING AI INTO PRACTICE**

Margaret Moore, Co-founder and chair of the Institute of Coaching  
Lindsey Godwin, Robert P. Stiller Chair of Management & the Academic Director of the Cooperrider Center for Appreciative Inquiry at Champlain College  
The "TREX" team, Thames Valley Reporting Excellence Team

2.45pm  break

15.00

### **BEING SAFER TOGETHER**

Don Berwick, President Emeritus and Senior Fellow, Institute for Healthcare Improvement  
Suzette Woodward, Patient Safety Advisor

16.30

**CLOSE**

# Session 1: A better workforce culture

Our first interviewee was **Camilla Kingdon**, current President of the RCPCH. Adrian first met Camilla when he was an SHO in London and their paths have crossed intermittently ever since. Camilla has always supported the philosophy behind Learning from Excellence. The theme for the longer conversation was around how we can create a supportive culture at work and her thoughts around wellbeing. In this clip she talks about what we are doing right in healthcare and how we use that to help us improve, particularly with managing poor behaviour. She covers concepts such as intelligent kindness, Ubuntu (I am because we are) and compassionate leadership. Together Adrian, Chris and Camilla think about how we can encourage each other to consider the perspectives of others and the impact of our actions.

@CamillaKingdon [Click here to watch the video of the conversation with Camilla.](#)

Second in this session was **Alex Gillespie** – the co-author of this study: [Identifying and encouraging high-quality healthcare: an analysis of the content and aims of patient letters of compliment | BMJ Quality & Safety](#) which investigated the motivation behind and content of a large sample of compliment letters to the NHS. Alex is a social psychologist who studies communication and relationships between individuals. As Chris says in the clip, this is one of those papers that blows you away. There is obvious overlap between compliment letters from patients and LfE reports so we felt that chatting to Alex could help us to understand what motivates people to submit LfE reports and also to recognise the value of gratitude. Alex explains the study and describes the benefits of gratitude and why it is so important in our society.

[Click here to watch the video of the conversation with Alex.](#)

[Click here to watch the video of the session 1 panel discussion](#)

“In the spirit of Ubuntu, we are all in this together”

“When we say thank you, we become human, we become a richer human”

## Session 2: Supporting each other

“We all know each other better...  
When you know everyone, it feels like a family”

“It’s about a space for memories and trauma to be processed safely”

First up in Session 2 was an interview with **Dhruv Parekh**, an intensivist at the forefront of the COVID response. He recounts the operational and personal sides of responding to the pandemic, the challenges and some of the positives that came out of it, reflecting on the deeper connections made between colleagues. At the end Adrian tells the story of how he met Dhruv and how his interaction was the prompt for setting up Learning from Excellence.

[Click here to watch the video of the conversation with Dhruv](#) @drdhruvparekh.

The second interview clip is with **Hena Syed-Sabir** who is a clinical psychologist working as part of the team on the Paediatric Intensive Care Unit in Birmingham. Hena conducts staff debriefs after traumatic events and in the video clip she describes the process around this and gives some of her tips for running them.

[Click here to watch the video of the conversation with Hena.](#) @DrHenaSyedSabir

[Click here to watch the video of the session 2 panel discussion](#)



## Session 3: Inspiration & Joy

This session was intended to be something a bit different. We were fortunate to have been able to interview two people who inspire us and bring us some joy. **Will Flanary** is an ophthalmologist and a comedian, most famous for his alter ego Dr Glaucomflecken, and his genius Tiktoks shared on social media. Will has had his share of time as a patient, having been diagnosed and treated for cancer and survived an out of hospital cardiac arrest. Will talks about his comedy, and how comedy in general can connect us and help us to decompress, particularly in times of seemingly insurmountable challenge. He also reflects on the sensitivities around comedy in healthcare.

@DGlaucomflecken [Click here to watch the video of the conversation with Will.](#)

This was followed by an interview with **Frank Turner**, a musician whose songs appear more than any other artist in our playlist for refreshment and lunch breaks at previous LfE events. We interviewed Frank in his garden in the summer and asked him about the inspiration for his songs “Be More Kind”, “Little Changes” and “Get it Right”. We talked about optimism and hope in song writing. Frank played all these songs live for us, and we shared “Be More Kind” at the conference. The others will be available along with the longer form conversation.

@FrankTurner [Click here to watch the video of the conversation with Frank.](#)

We were also lucky to have a piece of art created for the event by **We Are Beard**. They took the theme of the conference “Being Better, Together” and the concept of interdependence to inspire a piece of art with many of the things we love which are better together. Fish and chips, The Beatles...

@Wearebeard [Click here to watch the video of the artwork being created.](#)

[Click here to watch the video of the session 3 panel discussion.](#)

“Humour can help you to feel like you have some power in a situation where you feel powerless.”

“In a world that has decided that it’s going to lose its mind, be more kind my friend, try to be more kind”

[Click here to watch the video of Frank playing "Be more kind"](#)

## Session 4: Putting AI into practice

"The very moment you ask a question is an intervention"

"What happens in coaching is we help the obstacles look smaller."

"The question here was crucial..."

"Don't be afraid to go and ask our patients, because they just have the most incredible things to share and so much of it is positive"

We wanted to include this session as we often get asked about Appreciative Inquiry (AI) and how it can be applied in healthcare. This session included 3 related interviews, covering the theory and some of the research behind AI as well as its practical applications. The first conversation was with **Lindsey Godwin**, a professor at the Stiller School of Business, Champlain College. Lindsey studied with the founders of Appreciative Inquiry and teaches and practices AI. In her interview she gives a brilliant summary of the principles behind AI and shares some reflections on putting it into practice.

[Click here to watch the video of the conversation with Lindsey.](#) @DrLindseyGodwin.

The second interview was with **Margaret Moore**, executive coach and co-founder and co-director of the Institute of Coaching. She discussed Appreciative Inquiry as one of the tools in a coach's toolkit and gives some tips for managing negatives and problems. Adrian asks her about positive psychology and the role of a coach to foster psychological capital and how this can be achieved, discussing positive emotions and their role in helping people to overcome obstacles. Early in the conversation she signposts to some resources from the Institute of Coaching. The longer conversation includes the many ways that coaching can be used in healthcare.

[Click here to watch the video of the conversation with Margaret.](#) @Coachmeg

The third interview was with a group of healthcare professionals from the **Thames Valley Excellence Reporting** (TREx) team – a group of healthcare professional sharing experience around excellence reporting in their region. They are **Sally Shiels** (Anaesthetic Registrar at Oxford University Hospitals), **Amanda Valentin** (Consultant Anaesthetist at the Royal Berkshire Hospital), **Anna Costello** (Consultant Anaesthetist and Patient Safety Specialist at Milton Keynes University Hospital) and **Anna O'Neill** (Midwife and Patient Safety Specialist at Milton Keynes University Hospital). They have all introduced Appreciative Inquiry where they work with the help of training from Suzanne Quinney from Appreciative People and Belinda Dewar from My Home Life, Scotland. They discuss some of their recent projects to gain new insights from staff and patients using a visual inquiry tool. The longer form conversation to follow includes how they were introduced to AI, more examples of their work and some reflections on the challenges of introducing AI.

[Click here to watch the video of the conversation with Sally, Amanda, Anna & Anna](#) @NhsTrex @sallyshiels1

[Click here to watch the video of the session 4 panel discussion](#)



## Session 5: Being safer together

The first part of this session was a live interview with **Don Berwick**, who started by reflecting on his career, and the key points in it. Adrian asked him about his paper – [Era 3 for medicine and healthcare](#) - and his thoughts on it 5 years on. Chris asked him what the opportunities are to improve, what he felt we could do to make a difference and how we might start. They discussed civility and vulnerability and Don reflected on his thoughts for the future before answering some questions posted on the chat by delegates.

@donberwick [Click here to watch the video of the conversation with Don](#)

Our final interview clip was with **Suzette Woodward**, leading patient safety expert and long-time friend of LFE. Earlier in her career, she was fortunate to work with and learn from James Reason and Charles Vincent – some of the thought leaders in patient safety (more of that in the long form conversation). In this clip, she talks about compassion towards staff involved in events which have gone wrong. Suzette speaks with wonderful honesty and openness about the shame associated with medical error. Chris and Adrian then ask about where she thinks the opportunities are in patient safety at the moment. The clip ends with a discussion around what is meant by “the system”.

@SuzetteWoodward [Click here to watch the video of the conversation with Suzette](#)

[Click here to watch the video of the final panel reflections on the day.](#)

"We have a wonderful workforce in healthcare...  
...how do we excavate rediscover, re-energise the compassion and generosity that I think are there from birth?"

If we can get... “to the point of treating individuals as equally as we possibly can..., we will help to create that collective wisdom in terms of creating a safer system”