**Flip Chart Notes – Leadership Into Action 6 Nov - North East Region**

Role of QI Lead

* For the little things - just do it
* Facilitation
* Senior buy in/Engagement
* Time line – knowing them and sticking to them
* Listening –“ understand what’s going on in people’s heads”
* Developing others/Support
* Promote QI – keep the momentum of the project going
* Drive not “nagging”
* Challenge behaviours
* Emotions – win people over with hearts and minds approach
* Have courage – “shiny shoe moment”

**Shared Habits/Unwritten Rules**

* Delayed instead of failure
* Need a business case for change
* Too busy “fire- fighting”
* Relationships are key- watch and learn
* Don’t annoy people
* Social and political elements to consider

**Simple Rules**

* Communication – improving patient experience of needling
* Unit staff
* Senior leaders
* Engagement- happy staff equals happy patients
* Change “Me” into “We”
* Power of language

**Aims & Objectives**

* Individual Access Plan
* Access planning-Failing Access
* Encourage shared care - self-cannulation
* Pathway - consultant league table