



Summer Schools 2023

a digitalhealth event 

27-28 July

#DHSS23

Clinical leadership keynote panel

Helen Balsdon

Interim National CNIO
NHS England

Dr Melanie Iles

Interim National CCIO
NHS England

Chair: Jon Hoeksma

CEO – Digital
Health



Summer Schools 2023

a digitalhealth event 

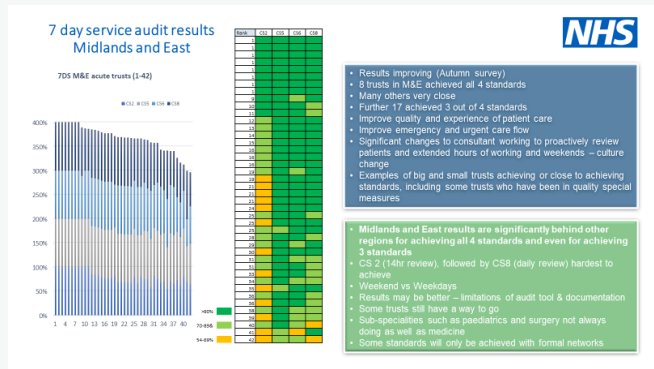
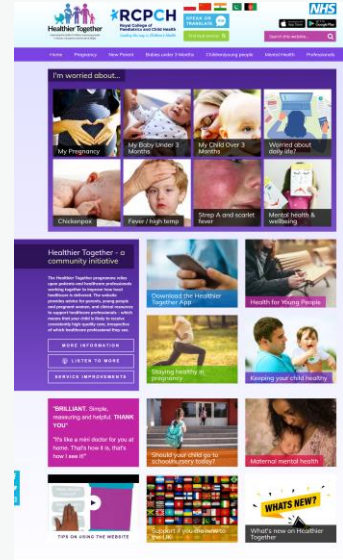
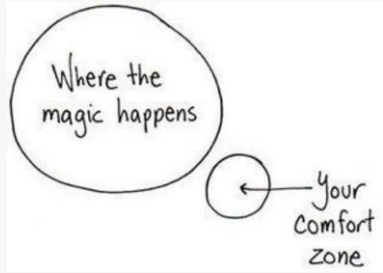
27-28 July



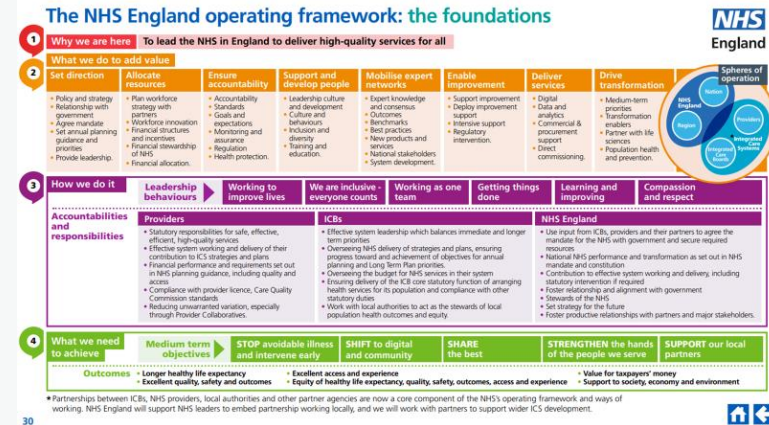
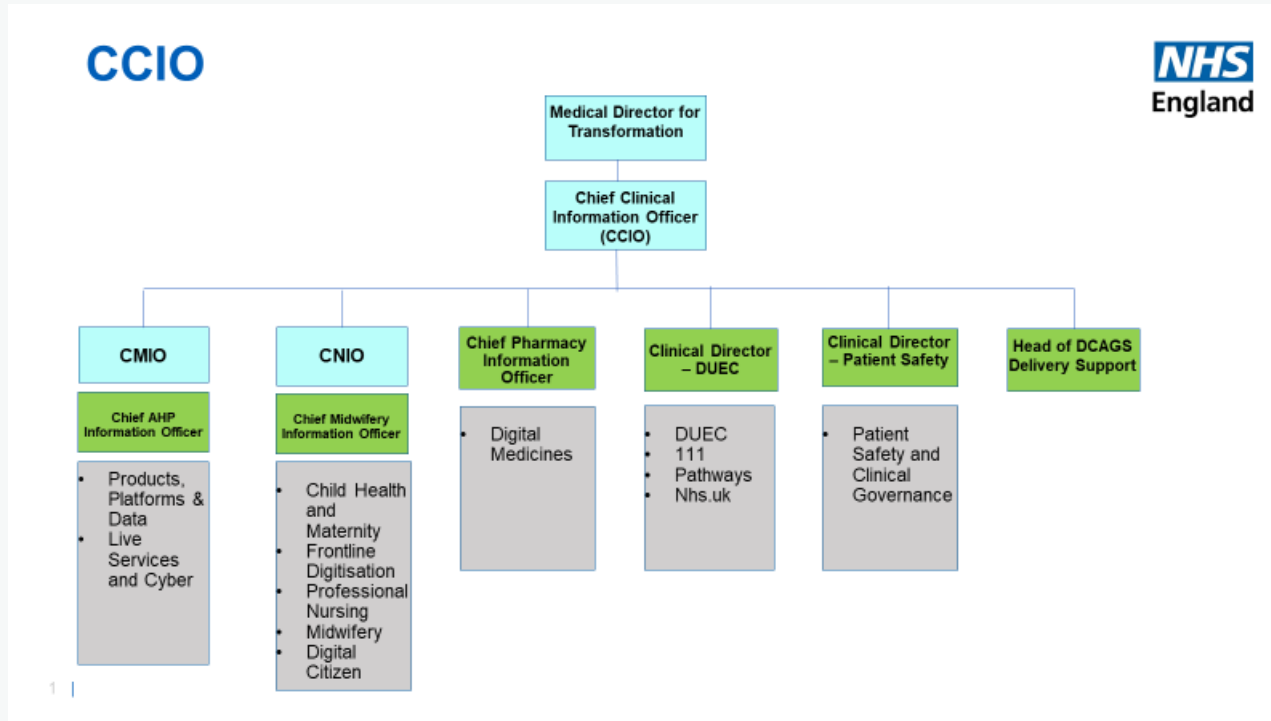
**Digital Clinical Informatics
Leadership; working in
partnership and supporting local
leaders**

**Dr Melanie Iles, Interim National CCIO
Helen Balsdon, Interim National CNIO**

And to CCIO...



A flavour of the first 3 months



Ambient Voice Technologies – Innovation Exchange Event
(31st July, 2023 12noon-2pm - virtual event)

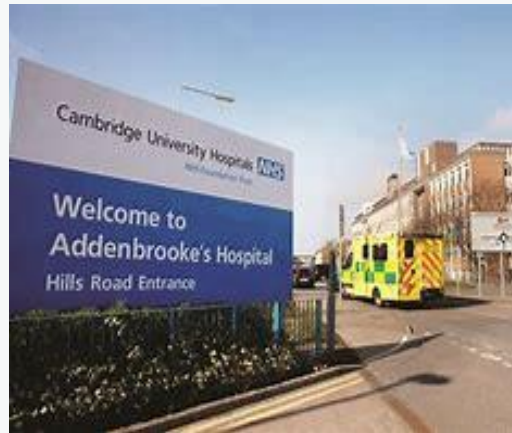
Aim

To understand how Ambient Voice technology could be applied to healthcare in the next 1-2 years, what products are coming to market soon, what features are most useful to clinicians/patients.

Directorate Mission statement

Enabling the delivery of the best care and outcomes for the NHS and people that it serves, by improving population health and patient pathways, rapidly adopting effective technologies, building on insights from data and cutting-edge research, and by transforming the way that care is delivered

Helen's leadership story

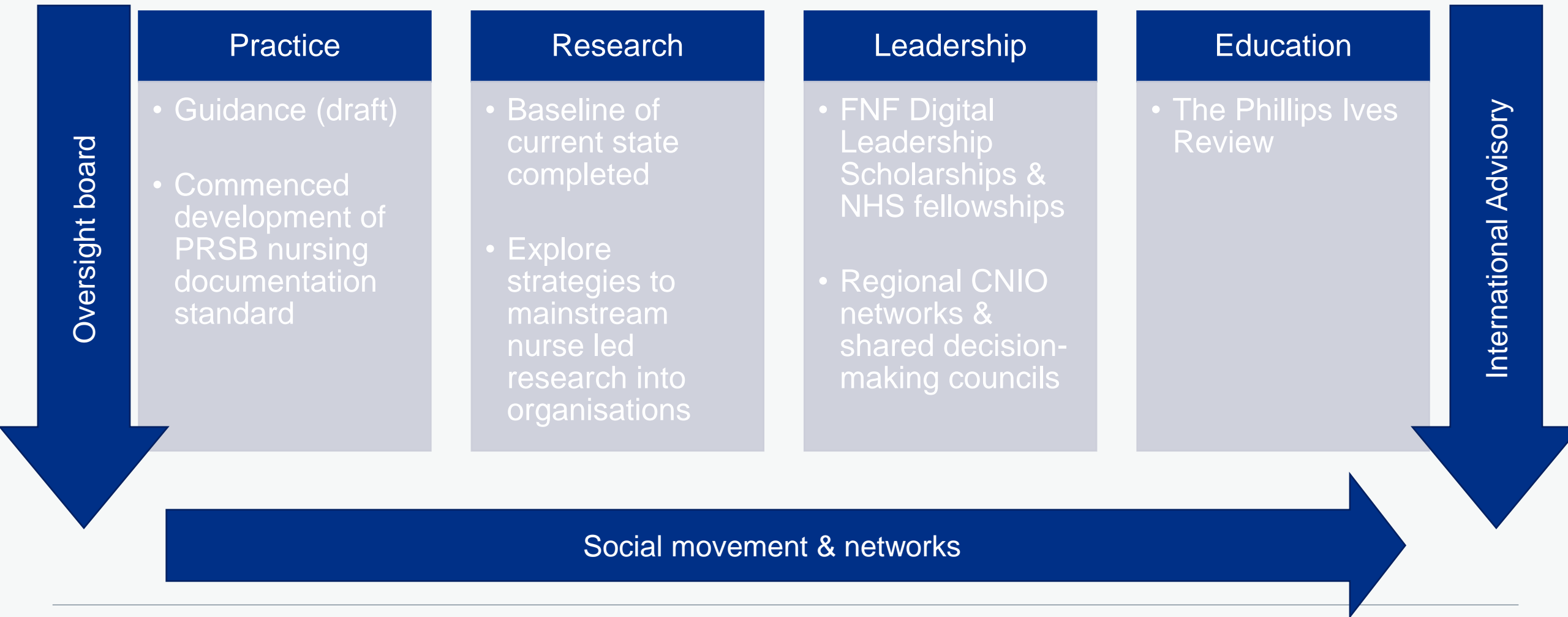


**FLORENCE
NIGHTINGALE
FOUNDATION**

NHS^x

NHS
England

CNIO: Where are we now?





Opportunities

Creation of the new
NHS England

Building a
Digital Clinical Team

Revised portfolio
including digital
midwifery

Partnership with
regions and ICB to
adopt, scale and
spread best practice

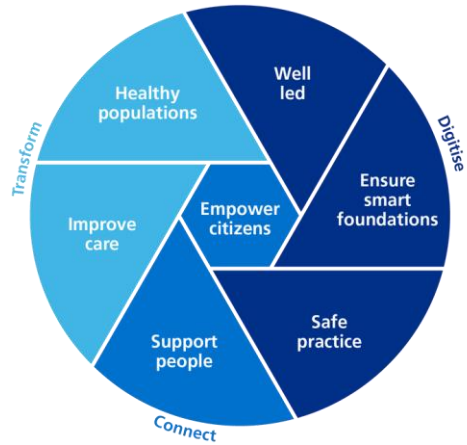
Nursing Informatics
2024

CNO strategy

DDaT workforce
plan

Partnership working
with 5 Countries

Digital Clinical Leadership: the shared vision



WHAT LEADERSHIP SKILLS DO YOU NEED MOST?

These competencies were voted the most important for all management positions.



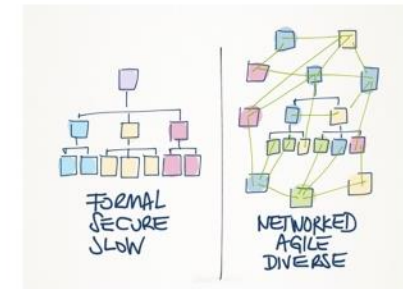
SOURCE ZENGER/FOLKMAN

HBR.ORG



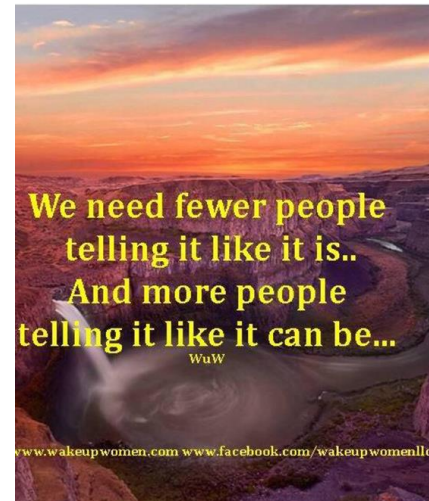
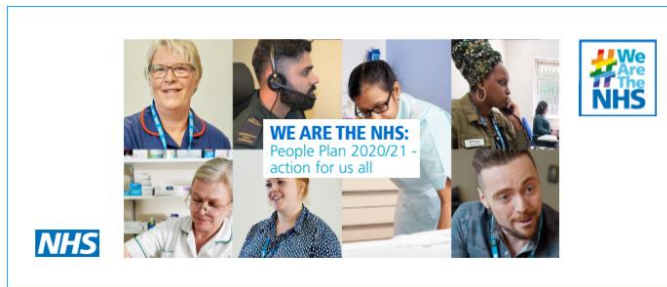
John Kotter "Accelerate"

- We won't create big change through hierarchy on its own
- We need hierarchy AND network



www.england.nhs.uk

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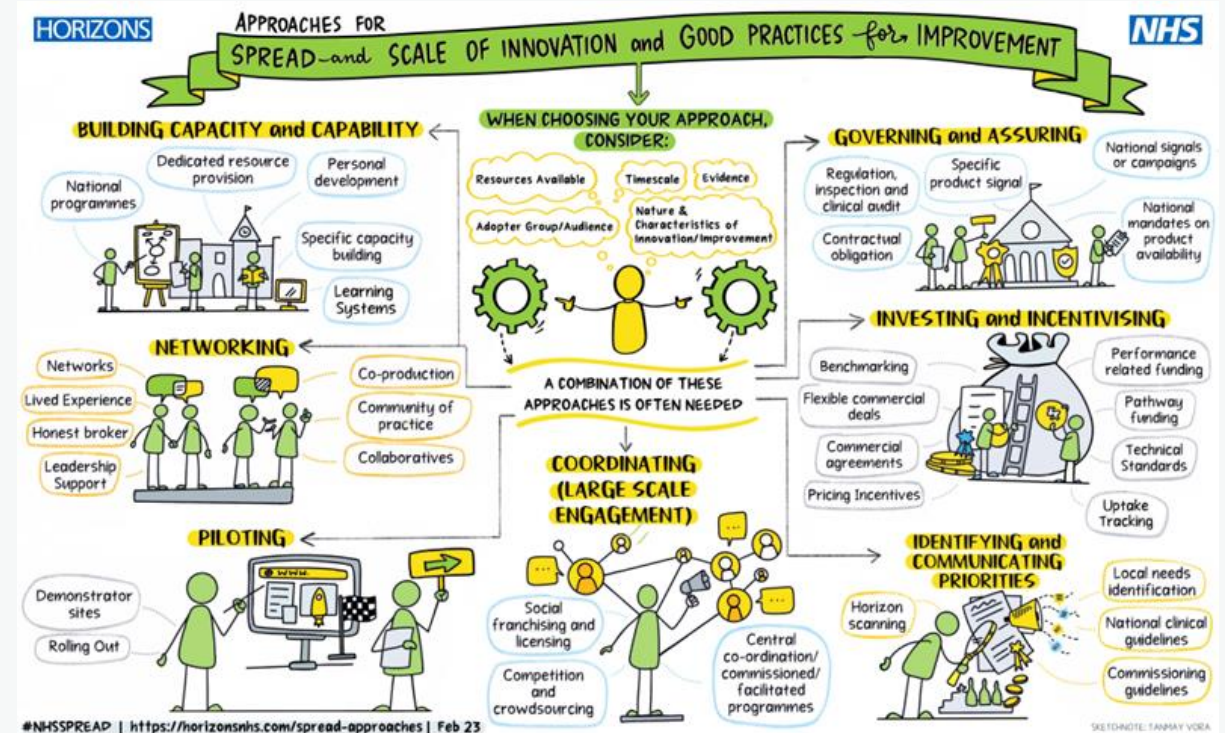


www.wakeupwomen.com www.facebook.com/wakeupwomenllc



Spreading Change

Through strong ties	Through weak ties
We interact with “people like us”, same life experiences, beliefs & values	We build bridges between groups & individuals who were previously different & separate
Change is peer to peer	We create relationships based on common purpose & commitments
Influence is through people who are strongly connected to each other, like & trust each other	Our aim is to mobilise all the resources to help achieve our goals





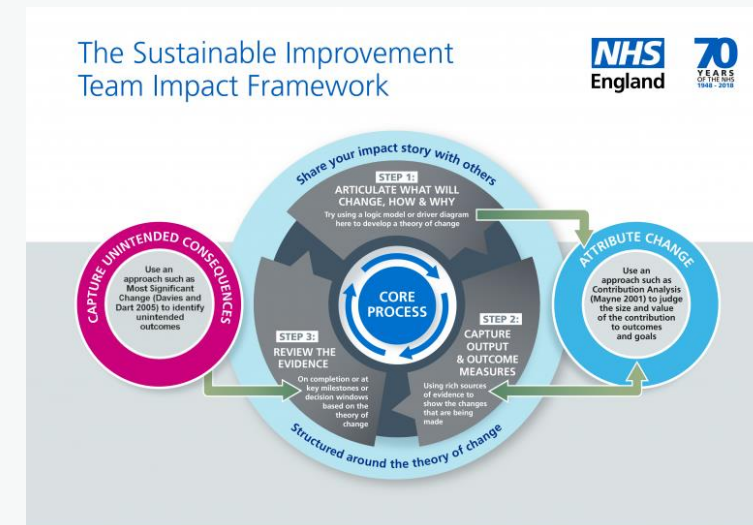
NHS IMPACT

Improving Patient Care Together



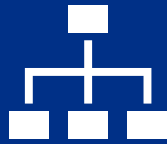
NHS Impact is the new, single, shared NHS improvement approach. By creating the right conditions for continuous improvement and high performance, systems and organisations can respond to today's challenges, deliver better care for patients and give better outcomes for communities

- 1.They have a **shared purpose and vision** – the board, executives and staff understand what they are trying to achieve, how they are going to achieve it and how quality improvement will support them to achieve their objectives. This applies to all providers.
- 2.They **invest in people and culture** – they skill people up and change processes for improvement to become a routine part of what they are doing.
- 3.**Leadership behaviours** where leaders are present on the frontline, listening to staff and patients about ways to improve services, helping and coaching them to move forwards and removing blockers on the way.
- 4.**Building improvement capability and capacity** by providing training in improvement methodology for everyone at all levels throughout their organisation.
- 5.And **embedding this into management systems** – and in every process including procurement, operational planning and HR.



[NHS England » About NHS IMPACT](#)

Where we are starting....



Creating the office
of the CCIO



Building the diverse
CXIO community



Identifying and sharing excellence in
practice



Facilitating the big conversations-

Questions

- How can we help?
- How can you help us?
- What isn't helpful?
- What haven't you heard?



Module 5



The CHANGE AGENT of THE FUTURE

WHAT I KNOW:

- IMPROVEMENT METHODS
- PROJECT & PROGRAMME MANAGEMENT
- INNOVATION & DESIGN METHODS
- ANALYTICAL & PROBLEM SOLVING SKILLS
- RELATIONSHIP BUILDING
- PROCESS FACILITATION SKILLS
- COACHING SKILLS
- PRESENTATION SKILLS

HOW I THINK:

- in interdependent ways
- see systems, patterns and connections
- hold multiple perspectives at the same time
- Short term and long term
- realist YET unreasonably optimistic
- Comfortable with tensions, paradox and contradictions
- the best of people





Digital Nursing
FutureNHS
Community

Thank You



@HelenBalsdon1 @mel_iles



/Helen Balsdon /Melanie Iles



<https://future.nhs.uk/DigitalNursesNetwork/>