

HOPE network summary 10 November 2016

The latest HOPE network meeting took place at the Wellcome Collection in London. The focus of the meeting was 'leading and influencing for patient experience' and it was great to see another packed room, following the success of our fully-booked meeting in July.

Marcus Powell, Director of Leadership and Organisational Development at the King's Fund, led the morning session, providing a hands-on masterclass on influencing skills. Members all completed a questionnaire assessing their approach to professional relationships and style of leadership. This prompted a fascinating discussion about different styles of leadership, with lots of debate about the different ways to wield influence and become an effective leader.

Several members commented on how useful the session was for encouraging them to reflect on their own approach and to consider how they could be more effective in their role. It was one of the best-evaluated sessions we've ever had at a HOPE network meeting, with 89% of attendees rating the session as excellent.

During the afternoon session Ceinwen Giles led a facilitated conversation with Martine Price, Assistant Director of Nursing at Aneurin Bevan Health Board and Claire Marshall, Head of Patient Experience at Frimley Health NHS Foundation Trust.

"Being able to pick up the phone and speak to others in my situation that I've met through the Network has been hugely valuable."

"Brilliant organisation – quality sessions discussed in depth – topical subjects = transformational"

"The whole programme was excellent; Marcus' session really helped me to reflect on my leadership style and influence. I also liked the opportunity to catch up with other HOPE members – new and 'old' friends and have some headspace to think"

This [short video](#) details the improvements and the cultural change that has taken place at Wexham Park Hospital, which is part of Frimley Health. The strategy relied on understanding the perspective of patients and families better, so it is a great example of how influential patient experience can be to drive change.

During the final session, members had the opportunity to share their own challenges and discuss solutions in small groups. The feedback from attendees was very positive, with 100% rating the meeting as good or excellent.

