

PRESS RELEASE

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100,000s STAFF AND MILLIONS OF PATIENTS IMPACTED BY LISTENING INTO ACTION (LiA) IN NHS

Listening into Action (LiA) is the UK's leading, 'home grown' approach in the NHS to improving patient care and unblocking the way for staff. Architects and owners are Hannah Forbes and Gordon Forbes from Optimise Limited.

Adopted by more than 80 NHS Trusts in the past 5 years, LiA is simple (#QITheEasyWay), based on what staff and leaders say works, and is led by clinicians, medics and other health professionals – those closest to patients, who know the most.

LiA is not a 'project', 'programme' or 'initiative'. It is a movement that galvanises and re-engages staff at all levels. It gives them 'permission to act' on their good ideas, with leaders and support teams collaborating with them, removing obstacles and enabling them to get on with it.

The evidence is clear: thousands of stories about measurable improvements to patient care (ref '100 Powerful Stories' at www.listeningintoaction.co.uk for examples); up to 140% improvement on baseline in how engaged and valued ALL staff feel; £millions of savings and efficiencies. All within 12 months. Trusts such as Morecambe Bay shifted from 'Inadequate' to 'Good' (and 'Outstanding' in Caring) within 2 years – profiled in 'Driving Improvement' published by the CQC this week.

Hot off the press

- The new LiA Pulse Check and Leadership Audit went live on Monday and will give NHS Trusts an unprecedented view of how they are doing against the CQC 5 domains, through the eyes of staff and leaders. This is input to CQC preparation and part of being a 'well led' organisation.
- The latest cohort of four NHS Trusts and the first ever hospice were launched this week. They already have clinicians in the driving seat, their first 10 LiA pioneer teams starting up, and their baseline LiA Pulse Check and Leadership Audit results due by July. They are sharing ideas between them and have launched their best ever communications campaigns.

The LiA Pulse Check and Leadership Audit will be available to all NHS Trusts from September. New cohorts of LiA Trusts will start soon. Please contact us to express interest.

www.listeningintoaction.co.uk

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