

## Key learning

### Learning and feedback from various members of our team:

"In my role as the Thrombosis Lead for the Trust, I learnt that leading change on a large project requires a host of skills to be effective. Engaging in quality improvement enables participants to acquire, assimilate and apply more important professional capabilities such as managing complexity and training in human factors. It requires enthusiasm, optimism, curiosity and perseverance in getting started and then continuing to help deal with the challenges that come with an improvement journey.

Through this quality improvement project I've gained an appreciation for what good listening is, and how through listening we can pinpoint issues then, act upon them to support our colleagues. It takes determination and perseverance to continue through the barriers but working in a collaborative environment has been essential." – **Thrombosis Lead**

'I definitely learned change takes time and I am so happy that we have reached this stage now. There is no more resistance from the doctors when we have the discussion about the VTE completion and I hope this continues whenever we will have new groups of doctors.' – **Ward manager**

" This has been a massive collaborative effort that has embraced the views of several multidisciplinary staff, without their inputs and time, this work couldn't have demonstrated improvements as such! I have learnt that it takes several small steps to lead large scale change, supportive and distributed leadership from subjective matter and Improvement experts has resulted in this impact. Leading on Quality requires taking people alongwith you on a journey. Using coaching skills has also been key for enabling staff to change behaviours and build capability."- **Harmfree QI Programme lead**

## Tips for others

Perseverance and multidisciplinary team engagement has been a key driving factor in work done. Our focus has been on listening to the issues of the stakeholders and what matters to them then, acting upon it. Without stakeholder support the quality improvement project could not go ahead – so get the team on board!



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