

Virtual sessions - June/July 2020

Keeping the conversations alive during the pandemic to build the future of health and social care

“How on Earth you’ve put it all together so seamlessly, I can only imagine !”

VIRTUAL WHOSE SHOES?

- COVID 19**
 - Some times when people are in the struggle, to expose it with out a place to go or a solution for support you may not want to go there!!
 - Little note books
 - Any thing would help to help have connection
 - Hard for Parents to be separated from babies
 - Ensure it is something that is non-medical!!
 - Everything is changing
 - Many Challenges!!
 - Working together to find the answer
 - Seeing is believing
 - Sharing Solutions
 - Homemade
 - Poet's corner
 - lots of positive feedback!
 - Some essentials are difficult to talk about
 - Personal Care products
 - Hygiene products
 - medicines
 - Be inspired to do something different
 - Talking more than ever...
 - Get involved You change let creative
 - Celebrate the machines!!
- Personal**
 - one for me
 - A personal touch
 - Made with love
 - GOING ABOVE AND BEYOND!
 - Be inspired to do something different
 - Talking more than ever...
 - Get involved You change let creative
 - Celebrate the machines!!
- Supporting those working on COVID-19 wards**
 - Helping People who are struggling with the depressed
 - It's important that the community can do some thing so they don't feel use less
 - Face mask
 - head bands to stop masks rubbing!!
 - Seeing people go home is wonderful!!
 - People feeling they can do something!!
 - Having to accomodate a lot of needs!!
 - STAY AT HOME
 - Need to keep using what we learn
 - Virtual appointments with G.P.s
 - Vets dentists chemists
- Individualised**
 - Help..... My name is.....
 - THANK YOU #MATEXP
 - I have been discharged from COVID-19 Thank you!!
 - This has been so comforting as Staff members!!
 - Helping People who are struggling with the depressed
 - It's important that the community can do some thing so they don't feel use less
 - Face mask
 - head bands to stop masks rubbing!!
 - Seeing people go home is wonderful!!
 - People feeling they can do something!!
 - Having to accomodate a lot of needs!!
 - STAY AT HOME
 - Need to keep using what we learn
 - Virtual appointments with G.P.s
 - Vets dentists chemists
- Virtual walks**
 - Having to learn Technology
 - older people Getting tech savvy!!
 - it will be OK!!
 - keep the chat going!!!

WWW.POSSIBILITIES.CO.UK @NewPossibilities

Introduction

The challenge - in a nutshell

Whose Shoes?® is a popular approach to co-production and engagement, bringing in diverse voices. It is typically used with support from New Possibilities, who provide live visual recording to capture the conversations in a truly authentic way. The approach is being used in 70 NHS trusts, universities and other organisations, with excellent outcomes.

In March 2020, the pandemic hit. Our exciting programme of work came to an abrupt halt.

We needed to take the approach online and find an engaging way to keep the conversations going, whilst maintaining the quality and integrity of the *Whose Shoes?* approach which is known for promoting energy and action, tapping into passion for quality improvement.

We initially achieved this using our existing maternity resources, running a test session with the Shrewsbury & Telford maternity team.

People can only think about Covid-19 right now!

We quickly realised that all people's time and energy was around the pandemic itself, and some amazing best practice was rapidly emerging around how people were coping (NHS providers, businesses and local communities working together) and providing the best service possible in unprecedented times.

We initially set out to run a single workshop showcasing best practice during COVID-19, but the vision grew as we became aware of different groups and how they were being disproportionately affected by the pandemic.

We crowdsourced scenarios to bring alive the relevant key issues – as always, all the scenarios reflect real issues from different people's perspectives. Poems are also a very important part of *Whose Shoes?*, resonating strongly with people and promoting empathy. A new set of scenarios and poems, around experiences and light-bulb moments during COVID-19, soon came to fruition.

We kept a strong focus on identifying and sharing positive practice. With regard to developing the online experience itself, we were constantly seeking feedback on which new elements worked best for people, both the session itself and the actual content.

How could the best ideas emerging during the pandemic, be nurtured and grown? - the new more organic team working, 'no hierarchy, just people', adaptive leadership, partnership and community, and general 'just do it' spirit, rather than endless process and bureaucracy?

We wanted our sessions to contribute to building the future of health and social care and harnessing the power of the people who had spontaneously volunteered to help, and indeed lead, in so many ways.



Programme

Session	Date	Topic	Notes
1	Thursday 11 June 10.30-12.30	Best practice around COVID19, #JFDI style.	Sharing, learning and connecting.
2	Friday 19 June 10.30-12.30	What about us? People with non-Covid19 health needs.	What about people needing to access non-Covid-19 health services? Exploring innovation and best practice
3	Thursday 25 June 10.30-12.30	Inequalities (1) – Walk in our shoes ‘BAME’ communities	It is clear that ‘BAME’ communities are being affected disproportionately by Covid-19. What can we do?
4	Friday 3 July 2.00-4.00pm	Inequalities (2)- Walk in our shoes People generally who might be struggling	Who else is disproportionately affected by the pandemic? How can we help? Shielded people generally. People with learning disabilities? autism? mental health problems? dementia?
5	Thursday 9 July 10.30-12.30	#MatExp special	What is it like to become parents or look after a new arrival(s) during times of Covid-19?
6	Friday 17 July 2.30 – 4.30pm	Building the future. What is the ‘new normal’, post Covid-19?	What have we learned during these difficult times? What do we want to hang onto and what do we want to ditch?

Sessions

We ran six workshops as a series, with each (standalone) session adding a new angle and building the picture to capture key learning from the pandemic.

The live conversations in each session were captured live by Anna Geyer, New Possibilities, producing a visual record and reporting back the key points during the session.

 Follow Anna on Twitter @AnnaGeyer_NP.



Graphic recording from our 3rd session - Inequalities: Walk in our shoes – ‘BAME’ communities



Graphics by Carrie @NewPossibilities



We wanted to provide lasting resources to help people understand what was working and hold onto the improvements in the longer term. Carrie Lewis, New Possibilities, did an innovative learning synthesis of each event, reflecting on the whole session, including the very lively contributions and sharing of key resources in the Zoom chat facility.

The metaphors were powerful – seedlings, nurturing, pruning, growing and harvesting. Similarly, there were a lot of water analogies – “we are weathering the same storm, but in different boats”.



Testing, testing, testing ...

We were getting more confident with the technology. It evolved and improved from one session to the next – bringing in the board game itself, linking to our ever-growing database of scenarios, scrolling poems, live polls, breakout rooms and more.

We were experimenting with all sorts of different ideas and ran a Survey Monkey questionnaire after each session to find out what worked best for people. About 200 people took part in one or more sessions, and the response has been overwhelmingly positive – both from our Survey Monkey findings and also the energy on Twitter and other social media.

Co-production in action

We used our customer base and strong social media networks to invite people, and the sessions were immediately oversubscribed. We were amazed at how quickly we could bring a very diverse audience together – we had attendees ranging from CEOs of NHS trusts, representatives from NHS England & Improvement, HSIB, quality improvement leaders, NHS staff ranging from obstetricians to physios, critical care nurses and many more. But, equally we attracted community leaders, parents, people from charities, volunteers, the general public and rewardingly, there was a very strong sign-up from people with a wide range of lived experience. In fact, the rallying call at the end of the final session was pretty much a community takeover, with people with lived experience setting out the way forward!

Geographically, we had representation from right across the UK, and also Ireland. Compared with our physical (in the room) workshops, we have discovered how easy it is to bring people together from across the country, and indeed the world, who have a shared passion and purpose.

Linking with current research

Gill Phillips, creator of *Whose Shoes?* works closely with the Darzi fellows – a leadership programme run by Professor Becky Malby from the School of Health and Social Care at London South Bank University.

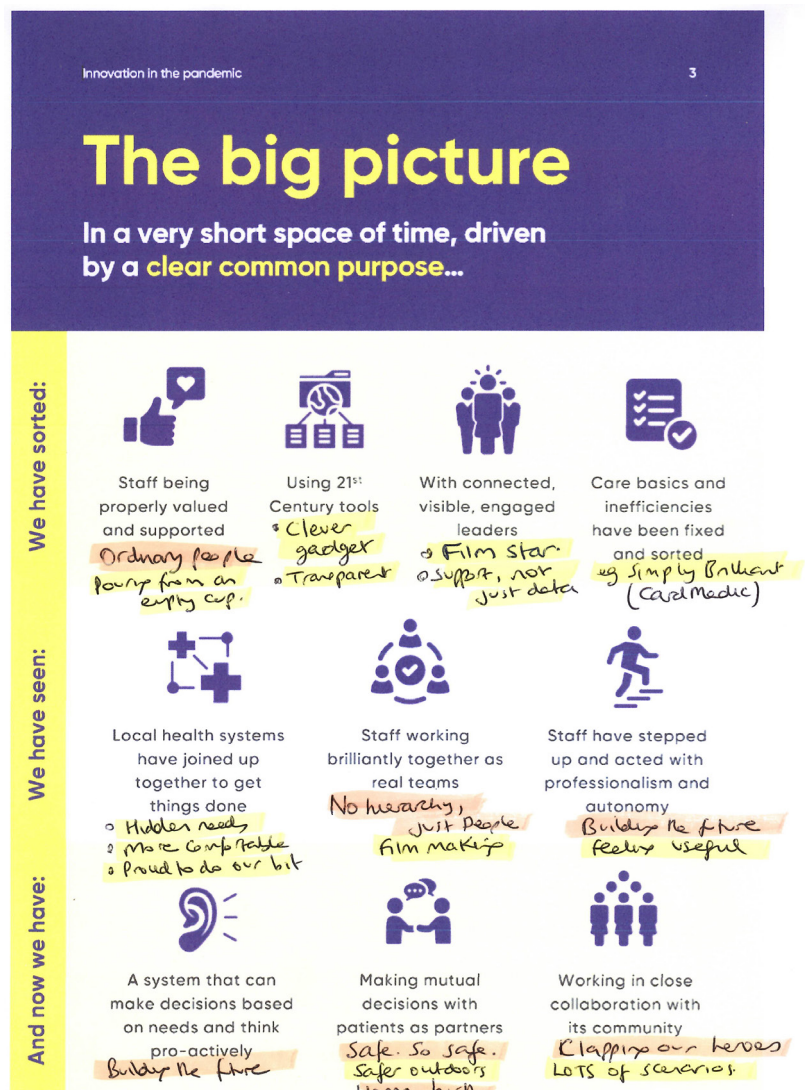
During the course of our virtual series, Professor Malby and Tony Hufflett, Health Systems Innovation Lab, LSBU, published the ‘10 Leaps Forward – Innovation in the Pandemic’ report, which explored related issues.

We wanted our work to be fully independent, and left it until the end of our series to look at the top 10 findings from the LSBU report and see how our own findings compared.

Gill did a very rough ‘matching’ exercise to see how our different scenarios and poems related to these top-10 areas.

It was apparent that we had created resources which give strong examples of best practice that others can learn from, and that these could now be made available to organisations wishing to explore these areas further and develop and embed the key principles.











 Follow Gill on Twitter @WhoseShoes.



Innovation in the pandemic 3

The big picture

In a very short space of time, driven by a clear common purpose...

We have sorted:				
	Staff being properly valued and supported	Using 21 st Century tools	With connected, visible, engaged leaders	Care basics and inefficiencies have been fixed and sorted
	<i>Ordinary people pour in from an empty cup.</i>	<i>Clever gadget</i>	<i>Film Star</i>	<i>eg Simply Brilliant (CardMedic)</i>
		<i>Transparent</i>	<i>Support, not just data</i>	
	We have seen:			
		Local health systems have joined up together to get things done	Staff working brilliantly together as real teams	Staff have stepped up and acted with professionalism and autonomy
		<i>Hidden needs</i>	<i>No hierarchy, just people</i>	<i>Builds the future</i>
		<i>More comfortable</i>	<i>Film making</i>	<i>feels useful</i>
		<i>Proud to do our bit</i>		
	And now we have:			
A system that can make decisions based on needs and think pro-actively		Making mutual decisions with patients as partners	Working in close collaboration with its community	
<i>Builds the future</i>		<i>Safe. So safe. safer outdoors</i>	<i>Clapping our heroes</i>	
		<i>LOTS of scenarios</i>		
		<i>Home birth</i>		



Building the future - summary image from the Whose Shoes? 'Learning from Covid' series

Early outcomes

The key results and opportunities so far:

- People making pledges for action – for example, over 30 pledges from the maternity event alone
- People making fantastic new connections – for example, linking into the ‘Community of Cultures’ as part of our session around ‘BAME’ inequalities; and maternity teams across the country linking up with, and learning from, a Specialist Cultural Liaison midwife
- A lot of interest in this new virtual offer and the flexibility and adaptability of *Whose Shoes?* to explore a wide range of topics (eg patient safety, chronic pain and living well with long-term conditions, including ‘Long Covid’, rehabilitation and recovery) and bring people together from diverse perspectives
- Running a *Whose Shoes?* session as part of a major conference, to make the event more interactive and help people to understand the importance of different perspectives, real listening, empathy, wellbeing and compassion

- Speaker invitations
 - Gill was invited to talk about this new virtual *Whose Shoes?* series at the #EndPJPparalysis global health summit 10 July 2020. Here is a recording of the presentation <https://youtu.be/7Skq576pFEo>, which shows clips from both 'in the room' and virtual *Whose Shoes?* sessions, and begins with one of the impactful poems
 - And here's hoping, Professor Malby's 'Festival of Ideas' is soon established.

Gill Phillips @WhoseShoes · Jul 15

Hmm. Yes. There is quite a strong correlation. 🍊💡🍊
Just looked at the top 10 themes from Becky's 'big picture' and picked out some of our new 'Learning from #COVID19' #WhoseShoes poems (orange) and scenarios (yellow) that readily come to mind from our series. 😊

NHS England and NHS Improvement and 2 others

1 2 12

Becky Malby @BeckyMalby

Replying to @WhoseShoes @AnnaGeyer_NP and 31 others

I love this Gill. Can you share the poems? Lets hope we can get our Festival of Ideas an Hope off the ground and you can share this there.

9:15 PM · Jul 15, 2020 · Twitter Web App

Next steps

In addition to the opportunities already identified, we are keen to:

- Work with existing customers, by making our new virtual offer available to keep the patient/ public engagement conversations going, both through existing and new resources
- Find new funding partners who appreciate this innovative approach to co-production and wish to continue 'Learning from Covid-19' and work together to build the future, ensuring that the 'new normal' is more inclusive, responsive and compassionate

Some quotes from our virtual sessions



Changedreamer
@bernice_har

Replying to @Claireflo @WhoseShoes and @wave_for_change

Great session@WhoseShoes...full of creativity and sense of desire to effect and see change. Thanks for the prompt to explore @Claireflo

5:24 PM · Jul 17, 2020 · Twitter for Android



Kate Stringer
@Stringer4Kate

Replying to @helenh49 @WhoseShoes and 17 others

So impressive @WhoseShoes . Wasn't sure how an 'online' version would work but still fantastic sharing and conversations - all captured and summarised by the incredible team 🥰🥰

3:28 PM · Jun 11, 2020 · Twitter for iPhone



claire @safetynurse999 · Jul 24

These virtual whose shoes were genius . We got to speak to people who we would never have met before. Patient leaders and clinicians all in a 'room' talking together with no hierarchy. It was so useful for networking and collaborating



Helen Hughes
@helenh49

Replying to @WhoseShoes @LouLouBrownny and 32 others

You're all in for a treat, a challenge and a thought-provoking time!

6:12 PM · Jun 30, 2020 · Twitter for iPhone

"You should be proud of what you're achieving - it almost made me think I should start working again. Fascinating contributors too, you've clearly animated a great contact list. Loved the GP, she was almost evangelical, and I think she's got every right to be. Be good to read/see more about what she's done. "



Benash Nazmeen RM @BenashNaz · Jun 26

Thank you for taking the time to reach out & develop such vital workshop, highlighting a subject that often makes people awkward & uncomfortable discussing

We need to overcome this awkwardness & discomfort to truly be able to address these concerns and inequities.