

Bulletin

2021/22 Q3 - Autumn Edition

Message from our Founder and Chair, Emma Challans

Hello Autumn and hello to our 700+ Proud2bOps network members!

I hope you are well and taking care of yourself and those around you.

I last shared my reflections whilst we were still digesting our collective success of winning this year's HSJ Partnership Award for Workforce Innovation. I continue to express pride by confirming that we are a finalist in the November HSJ Awards for Partnership of the Year. Well done to you all for this achievement and recognition, highlighting the value of our operational workforce and profession.

As we move into Autumn, I have been struck by a number of events the last few weeks that I believe will also resonate with our members. The first is successfully recognising and nurturing operational talent. What struck me is the heightened feedback, need and desire to develop self and to support aspiring operational managers around us.

Secondly, I have been both disappointed and energised by the recent socialisation of NHS Managers. There appears to be a perception that a spotlight is being shone on managers, therefore a turning to this layer to solve issues, concerns and delivery across the NHS. I say 'appears to' and 'a perception of' based on my own listening, experience and understanding. This recognition feels both uncomfortable and provides a sense of pride in the many responses I have seen from NHS Managers and brave and courageous colleagues.

My final reflection I'd like to share, is that whilst all of these factors are at play, treating patients, supporting colleagues and improving the health and care in our communities remains our top priority. Proud2bOps is an operational network that I believe continues to work both inward and outward facing and this is not only across boundaries but, also professions and organisations. What struck me about our approach is my consistent return to 'The Value of Us'.

'The Value of Us' is our shared purpose, why we exist, the ambitions which we hold and how we choose to lead to collectively to achieve them. I invite you all to step back and consider the value you add to Proud2bOps and your patients.

I believe, unless you tell me otherwise, my reflections are also some of our top priorities as a network:

1. Talent Management
2. Recognising operational profession and having a voice that is listened to
3. Our collective Value and Influence as a network.

I cannot close my opening without highlighting the upcoming of our first face to face session on the 15th October: 'Reconnecting and Recognition Event'.

This is a brilliant opportunity for us to reconnect, reflect, learn and recognise the achievements of you and our operational teams. On the day we are pleased to confirm our opening keynote guest Amanda Pritchard, Chief Executive Officer, NHS England and NHS Improvement. Followed by welcoming Hugh McCaughey, Director of Improvement, Matthew Taylor, Chief Executive of NHS Confederation and Mark Cubbon, Acting Chief Operating Officer NHS England and NHS Improvement. And then there is little old me, where I am proud to share with you our achievements over the last 12 months, along with insight into our priorities and future ambitions as a network.

Please continue to be proud to be an operational leader and professional. You are brilliant!

Your Founder/Chair of Proud2bOps,



Emma

Emma Challans,

Chair Proud2bOps
Executive Director of
Culture and Improvement

@emmachallans
@proud2bops

Leading with our partners:



NHS England and NHS Improvement



NHS
Sherwood Forest Hospitals
NHS Foundation Trust

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A Message from Chinyama Okunuga, Our New Deputy Chair

We are absolutely delighted to welcome Chin as the new Deputy Chair of the Proud2bOps Network. Chin has been a member of Proud2bOps since its very early days and has been a strong advocate ever since. We are so pleased she has joined the team.

"I am honoured to be appointed as deputy chair of the Proud2bOps network. When I joined the group a few years ago, I had just been appointed to my previous role and I found that Ops in a very senior position can be a very demanding and lonely place. I was coming across issues in my Trust which I thought were unique to me, the Trust thought was unique to the organisation, and I did not always have anyone to share those issues with.

I was introduced to the network by a former colleague, and from the first meeting that I attended, I knew that I had found my "home". I met likeminded individuals, facing the same issues and sharing in the network how to address them. We had interesting guests that offered nuggets of wisdom or experience on how they addressed issues.

The network has grown exponentially since those early days and the breadth of what we are doing as a network has increased. I am particularly interested in developing people and the strategic direction of the network. To develop current and future Ops leaders is exciting for me.

I look forward to meeting as many network members (virtually or face to face) over the next year and work with them to influence and shape Ops for the future. Finally, I am looking forward to working with Emma, Vicky and Edward - a phenomenal team."



Chin.

Chinyama Okunuga
Deputy Chair Proud2bOps
Managing Director –
Unplanned Care
East and North Hertfordshire
NHS Trust
[@COkunuga](https://twitter.com/COkunuga) [@proud2bops](https://twitter.com/proud2bops)

Not yet a member? Come and join #Proud2bOps!

Please email us at
sfh-tr.proud2bops@nhs.net

Include the following information:

Name / Role / Tier of Membership / Organisation / Region / Email / Contact Number

When you join you will automatically be added to our National members list along with your regional one too – so keep your eye out for details of upcoming sessions.

We currently welcome interest from members of the following tiers:

Tier One:

Deputy Chief Operating Officer, Director of Operations (level reporting into the COO)

Tier Two:

Divisional General Manager, Care Group Manager (level reporting into DCOO/COO)

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Spotlight on... #SharingElectiveStuff

Quarter 2 has seen the relationship between Proud2bOps and #Sharing Elective stuff really kick off. After a busy 3 months of sessions, members have nothing but positive feedback about these bite sized learning opportunities that are held every three weeks. If you are yet to join a #SharingElectiveStuff session take a look below...

The #SharingElectiveStuff contingent of Proud2Bops have had a busy spring and summer. Melinda Brown (RJAH) and Rachel Burnham (GSTT), the organisers of this programme, only met each other for the first time in June, and since then have organised sharing sessions covering a variety of topics.

The sessions run every three weeks, for 45 minutes on a Thursday at 5pm, and have quickly developed a regular community of ops managers who attend to sharing their work, learn from others and avoid reinventing the NHS wheel.

We are looking for colleagues who have good stuff to share on any of the topics below or indeed anything at all around Elective Recovery in general to present at a session of #SharingElectiveStuff

- Harms Management
- Management of 104s
- Alternative models of care – i.e. increased use of interface services
- Work on reducing Health Inequalities
- High Volume Low Complexity (HVLC) theatre lists
- Digital communications for patients
- Maximising capacity
- Virtual Attendances
- Enhanced Recovery – reducing length of stay
- Recruitment and Retention of key staff

For those not familiar with the sessions, they are an informal space to discuss work being undertaken on Elective Recovery with the aim to promote sharing of best practice and to avoid the reinvention of the wheel.

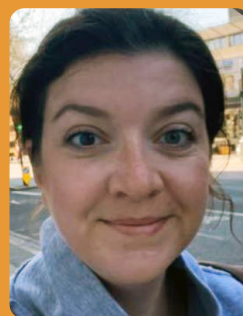
For example, if someone in the South West is doing something brilliant on HVLC that would help a Trust in the Midlands or North East then this is the absolute point of the Network.

Topics already covered so far have been –

- Advice and Guidance
- Waiting Well
- Use of the Independent Sector
- PIFU
- Mutual Aid

The sessions include a presentation from the guest speaker plus opportunity for a Q&A at the end. All relevant and useful documentation is shared with colleagues after the session.

Get in touch with Mel or Rachel to learn more, or if your trust has anything you think others could benefit from hearing about.



Rachel Burnham

Director of Elective and Diagnostic Recovery – SEL APC
Head of Performance & Elective Recovery – GSTT

Rachel.Burnham@gstt.nhs.uk



Mel Brown

Patient Access Manager
Robert Jones Agnes Hunt NHS Foundation Trust

melindabrown1@nhs.net

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Partnerships Update

Each quarter we will bring you the latest news and updates from some of our key partners. This quarter's update comes from NHS Confederation.

Our relationship with the NHS Confederation continues to grow. Over the next quarter, we will continue to work together to influence the No10 Delivery Unit (formally known as the Prime Ministers Implementation Unit) and have our first 'hot session' this month reflecting on the recently published planning guidelines. We plan to hold these sessions on an ad hoc basis as an immediate 'voice of ops' opportunity following key policy/papers being published.

We are keen to supercharge our relationship with NHS Confederation this quarter and would invite members to contact the Confed's Regional Team for a 15-minute introductory call, to see what they can offer. Here you can share key issues you'd like resolving and help the Confed influence better on our behalf. You can also gain access to many Confed Forums around ICS development and learn from peers how the role of trusts will develop in the new ICS architecture.

The Team has changed a little this quarter and works broadly on an NHSEI regional basis, please do get in touch:

[Denise Vittorino](#) - West Midlands
[Fiona Claridge](#) - London
[Helen Wolstenholme](#) - South East
[Kelley Ireland](#) - East Midlands & East
[Lee Balch](#) - South West
[Rory Deighton](#) - North West
[Victoria Binks](#) - North East and Yorkshire

Penny Hosie from the Confed is leading on developing a series of case studies on integration and would particularly welcome Proud2bOps members feedback to showcase the best examples of integrated working including what works re: integration from an ops perspective, or examples of integration happening bottom up via operational leads. If you'd like to have a conversation with Penny you can contact her at:

Penny.Hosie@nhsconfed.org.



Co-Creating an Operational Development Programme

NHS England and NHS Improvement have been working with the Proud2bOps Network to scope out the development of a Massive Open Online Course (MOOC) to build general operational management capability.

The MOOC will be an interactive learning resource which will encourage sharing and collaboration amongst learners. We are particularly looking at this to support the development of our pivotal service level leaders in the first instance (Service Managers/ Assistant General Managers for example).

As part of this, a collaborative whiteboard element of the feedback received from our Proud2bOps members playing a part in the design group has been introduced. The collaborative whiteboard has a number of questions across the top and then areas for comment under each proposed module area. We would be keen to gain more feedback now from the broader network and your colleagues via the whiteboard. For more information [click here](#).

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Proud2bOps Regional Network Leads

We now have 6 regional networks in place across North East & Yorkshire, North West, Midlands, East of England, South East and South West. Some of these are very much in their infancy, just starting to form our steering groups and plan for first sessions, whilst others are more established.

All our steering groups are chaired by one or more senior operational leaders from within the region, with NHSE/I leads also in attendance, and we are slowly adding leads from NHS Confederation and the NHS Leadership Academy to the groups among others. We wanted to introduce you this month to your regional operational leads and encourage you to make contact with them if you have ideas of how the network can add most value within your region.

Emma Challans
Chair/Founder
Chinyama Okunga
Deputy Chair

North West:

Emma McGuigan,
Deputy COO - Lancs &
South Cumbria NHS FT

Michelle Cox, Divisional Director of
Ops - Bolton NHS FT

Rachel Cannon-Bayley, Director of
Performance and EPRR, Manchester
University NHS FT

South West:

Jackie Coles, Deputy COO -
University Hospitals Dorset NHS FT

Phil Luke, Director of Ops - Royal
Devon & Exeter NHS FT

Helen Mee, Service Director -
Gloucestershire Health
& Care NHS FT

South East:

Sarah Olley, Divisional Director of Ops, Mental Health
Services - Southern Health NHS FT

Lee Martin, Recovery Director - Kent & Medway ICS

North East & Yorkshire:

Shane Longden, Ass. Director of Ops - County
Durham and Darlington NHS FT

Rachel Foster, Ass. Director of Ops – Locala
Community Partnerships CIC

Jamie Todd, Associate Chief Operating Officer - York
& Scarborough Hospitals NHS FT

Midlands:

Melinda Brown, Patient Access
Manager - The Robert Jones and Agnes
Hunt Orthopaedic Hospital NHS FT

Demetri Wade, Group Director of
Ops - Sandwell and West Birmingham
Hospitals NHS Trust

East of England:

Sheila Glenn, Ops Director,
Planned Care Norfolk & Norwich
University Hospitals NHS FT

Tanith Ellis, General Manager,
Children's Services -
Bedfordshire Hospitals NHS FT

Phil Weihser, Divisional Ops
Director - James Paget University
Hospitals NHS FT

London:

Rebecca Dunkerley, Head of Camden Integrated Adult Services,
Central and North West London NHS FT

David Fitzgerald, Divisional Manager, Royal London and Mile
End Hospitals at Barts Health NHS Trust

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Coming up This Quarter

Please join us in our upcoming **NATIONAL** sessions: If you are already a member you should have received diary invites to these sessions. If you haven't, please get in touch, and if you're not yet a member please do sign up to join us.

Regional sessions will be communicated at a local level so keep an eye out for what's happening in your region too.

Proud2bOps: National Reconnecting and Recognition Event

Date: Friday, 15 October 2021

Time: 09:30 – 16:00

Location: Central London, Face to Face

Proud2bOps: In conversation with... Danny Mortimer (Chief Executive of NHS Employers)

Date: Monday, 4 October 2021

Time: 13:00 – 14:00

Location: Virtual Event

Proud2bOps: In conversation with... Chris Hopson (Chief Executive of NHS Providers)

Date: Thursday, 4 November 2021

Time: 15:00 – 16:00

Location: Virtual Event

Compassionate Leadership and Team Resilience: Part 2 (Led by colleagues from North Bristol Trust)

Date: Thursday, 25 November 2021

Time: 12:30 – 14:00

Location: Virtual Event

#SharingElectiveStuff

Date: Every 3 weeks from 4th November

Time: Thursday 17:00-17:45

Location: Virtual Event

Look out for more invites arriving in diaries over the coming weeks as we continue to shape our Q3 and Q4 offers.

Contact us

Interested to be part of our operational movement as a member or as a contributor to a session? Contact us at sfh-tr.proud2bops@nhs.net



Vicky Malia
Operational Development and Network Manager: Proud2bOps
[@vickynhs](https://twitter.com/vickynhs)
[@proud2bops](https://twitter.com/proud2bops)



Ed Pearce
Membership & Communications Officer
[@EdwardJPearse](https://twitter.com/EdwardJPearse)
[@proud2bops](https://twitter.com/proud2bops)