

## Bulletin

2021/22 Q2 - Summer Edition

### Message from our Founder and Chair, Emma Challans

Welcome new members and Hello to our existing ones

It has certainly been a very active and energising couple of months and I am pleased to see our national Proud2bOps development sessions firmly in our diaries over the coming year. Based on your feedback, I believe we have some great topics and people lined up and I trust you will allow yourself this time together. Please remember, these sessions are for you to have safe, supportive and energising conversations, do you really want to miss that?!

We intend to keep you informed with **\*News\*** on developments within Proud2bOps and opportunities for you to be involved in. Whether this is our involvement in the Prime Ministers Intelligence Unit, Job opportunities, Development programmes or leading important conversations for operational managers and leaders.

I'd like to share with you a couple of highs!...

The first is our **15th October** 'Re-Connecting and Recognising Event' in London. This is a brilliant opportunity for us all to meet to reflect, learn and recognise the achievements of you and our operational teams. **Amanda Pritchard**, Chief Operating Officer, **Hugh McCaughey**, Director of Improvement and **Matthew Taylor**, Chief Executive of NHS Confederation will join us throughout the day to provide their feedback and to recognise the amazing work and leadership of Proud2bOps members. Save the Date and don't forget to RSVP to the invite in your diaries...

My second is that I am incredibly proud to say that on 29th June at the HSJ Partnership Awards, Proud2bOps received the prestigious award for Workforce Innovation. Against 8 other finalists we came out Top! This award is for every single operational colleague across the country. It is a significant milestone in recognising the hard work, dedication and enormous commitment that you and our operational teams give to our patients, families and their communities each and every day.

With your engagement and support, Proud2bOps has grown from 15 members to over 600 members nationally. That said, numbers are not the only marker of success for us. Instead we pride ourselves on creating the conditions and space to have safe and supportive conversations where colleagues can share, learn, be curious and develop their skills as a leader and



manager of patient care. I hope that many of you experience this and if not, please provide us with open, honest feedback so that we can learn, improve and build better together.

Finally, please allow me to thank, you, our members and believers of operational professionals across provider health and care. Our HSJ Award and all that we have achieved together over the last 3 years is remarkable, innovative and inspiring many other operational and aspiring operational colleagues. Please continue to be proud to be an operational leader and professional. You are brilliant!

Your Founder/Chair of Proud2bOps,



Leading with our partners:



NHS England and NHS Improvement



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### News from the Network

Wow, what a busy few months in Proud2bOps HQ! Firstly, thank you to everyone for being so welcoming (and patient) while I've settled into my new role, it has been a privilege, and a lot of fun, getting to know you all.

It feels like we've grown in every way this past quarter, with regional Proud2bOps Networks now up and running in 6 regions (more about that in our Spotlight section) and more than doubling our membership since this same time last year. We're proud that our Network continues to grow largely by word of mouth and recommendation, so keep spreading the word, keep inviting colleagues, and keep contributing your thoughts and suggestions for sessions that will add value.

We've also been working on growing our partnerships; we held a collaborative session with Hexitime in June, and have upcoming sessions with The Improvement Directors Network and The OD Academy, among others. Along with these, we've recently joined forces with Ops superstars Rachel Burnham and Melinda Brown to support the #SharingElectiveStuff campaign, focused on bite sized learning of real life improvements.

Our newly formalised partnership with NHS Confederation continues to strengthen and is providing members with the opportunity to contribute directly to Prime Ministers round table discussions and influence policy at the very top. We have had an excellent partnership with NHS England and Improvement for some time and are working on further developing links with other NHSE departments such as the People directorate, ensuring that Proud2bOps is firmly in view as the go to Network for operational leadership interaction.

Over the next quarter I'll be focussing on planning the face to face Reconnecting and Recognition event on the 15th October

and starting to pilot our next Tier of membership through a 'Proud2bOps@localtrust' model where we hope to take the values, aims and objectives of Proud2bOps and create a blueprint for local adoption across more levels of operational managers - watch this space for more info!

Finally, I'd like to introduce our latest team member Ed Pearse who joined us in June as our Proud2bOps Membership and Communications Officer. Ed will be helping with all the behind the scenes work of our sessions and developing our communications and marketing strategy further. I know you'll all make Ed feel very welcome as he gets to know this brilliant community.



**Ed Pearse**  
Membership &  
Communications Officer  
[@EdwardJPearse](#)

Take Care,



**Vicky Malia**  
Operational Development and  
Network Manager: Proud2bOps  
[@vickynhs](#) [@proud2bops](#)

### Not yet a member? Come and join #Proud2bOps!

Please email us at [sfh-tr.proud2bops@nhs.net](mailto: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...

## Regional Networks

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.

### North West:

[Emma McGuigan](#), Deputy COO  
- Lancs & South Cumbria NHS FT

[Michelle Cox](#), Divisional Director  
of Ops - Bolton 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](#), Community Director  
- Gloucestershire Hospitals NHS FT

### North East & Yorkshire:

[Shane Longden](#), Ass. Director of Ops -  
County Durham and Darlington NHS FT

[Rachel Foster](#), Ass. Director of Ops - Locala

[Sally Kilgariff](#), Deputy COO - The  
Rotherham NHS FT

[Jamie Todd](#), Care Group Manager - York  
Teaching Hospitals NHS FT

### Midlands:

[Melinda Brown](#), Patient  
Access Manager - Robert Jones  
and Agnes Hunt Orthopaedic  
Hospital NHS FT

[Demetri Wade](#), Deputy  
Director of Ops - Sandwell and  
West Birmingham Hospitals  
NHS Trust

### East of England:

TBC - Network launch early July

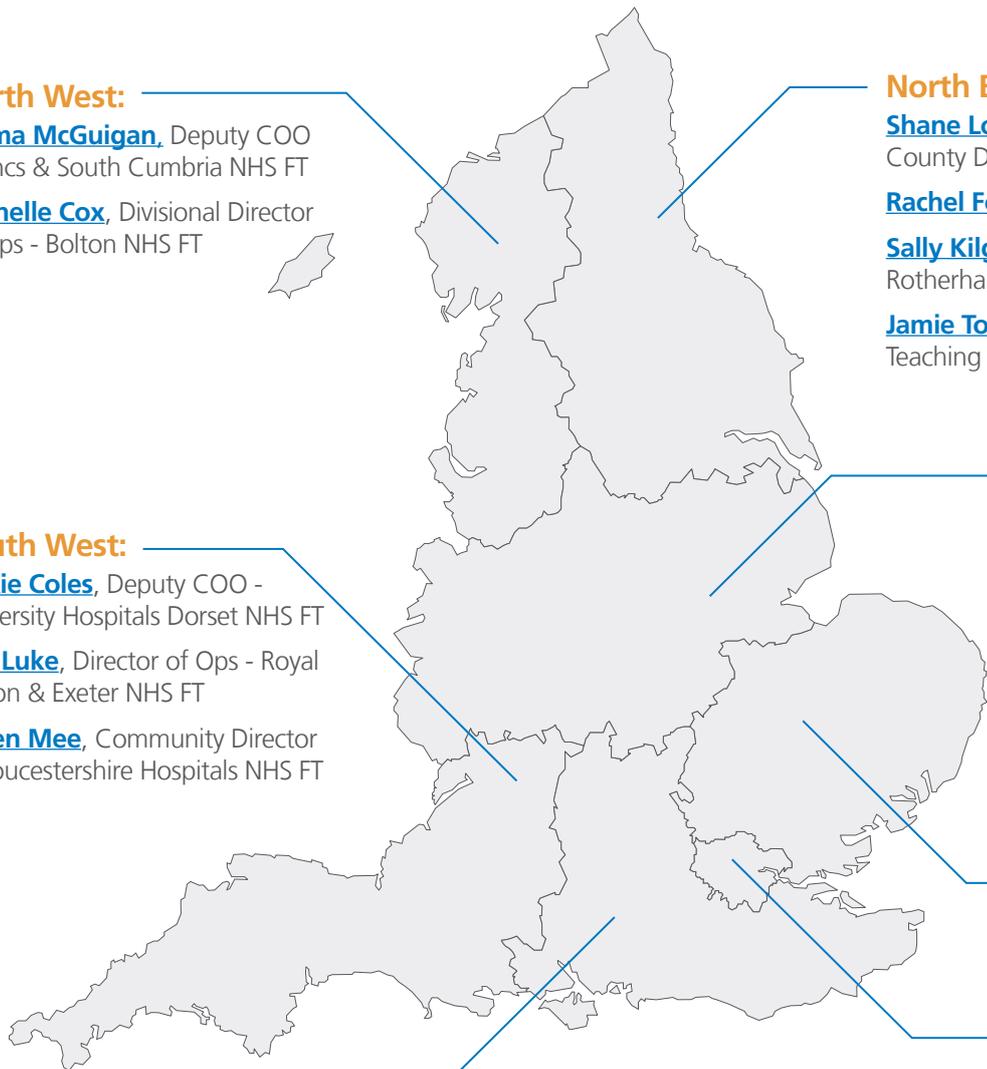
### London:

TBC - Regional network not  
yet in place

### South East:

[Sarah Olley](#), Divisional Director of Ops- Southern Health NHS FT

[Lee Martin](#), Recovery Director- East Kent Hospitals NHS FT



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### Insights from the South West Team

This month our South West Regional Team share their thoughts with you as they work to establish a strong regional offering:

“ Before I chose a career in operational leadership and became a Deputy Chief Operating Officer, I was a senior AHP leader for many years and throughout my clinical career I valued my network of regional and national peers whom I met on a regular basis for support, influencing strategy and sharing ideas for service improvement. As an operational leader, I found there were fewer opportunities to develop such a network of peers and missed the opportunities they provided, that is until the senior operational movement of #Proud2bOps was established. When I was asked to lead and support the development of the South West Proud2bOps movement I was delighted and jumped at the chance to help create a safe space for like-minded peers and colleagues to join together to develop as operational leaders at regional level. We have been established for 6 months now and the membership is growing organically with fantastic feedback that an operational network is just what we have been missing and need. I am excited about the future of #Proud2bOps especially now that we have strong regional networks developing under the umbrella of the national movement created by Emma and her team. Now more than ever, I feel #Proud to be an operational leader. ”



**Jackie Coles**  
Deputy Chief Operating Officer  
University Hospitals Dorset NHS Foundation Trust



**Nathan Brasington**  
Senior Performance Manager  
NHSEI South West

“ Prior to joining the SW regional team, I had worked in several operational roles across the SW and been fortunate in being able to join the national Proud2bOps sessions which had always been an insightful, supportive, friendly network with a number of operational topics covered and supported by knowledgeable and inspiring speakers. Acknowledging there are well established platforms for other professions and the geography of the SW, the opportunity to develop a local regional network to bring together operational leaders to share, learn, support and connect across whilst still being able to be part of and access the national network seemed like a great opportunity. I have been overwhelmed by the positive response to the network being established and feel incredibly humbled to be a small part in its establishment and very much look forward to what the next few months and year will bring. ”

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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 with us at [sfh-tr.proud2bops@nhs.net](mailto:sfh-tr.proud2bops@nhs.net), 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.

#### #SharingElectiveStuff supported by Proud2bOps - bite sized learning from across the NHS

Date: Every 3 weeks starting from July  
Time: 17:00 - 17:45  
Location: Virtual Event

#### Proud2bOps: In conversation with... Dr Rhydian Phillips (Director of System Improvement, NHSEI)

Date: Tuesday, 20 July 2021  
Time: 14:00 - 15:00  
Location: Virtual Event

#### Proud2bOps: Tackling Health Inequalities, in conversation with... Dr Bola Owolabi (Director- Health Inequalities, NHSEI)

Date: Tuesday, 24 August 2021  
Time: 12:00 - 13:30  
Location: Virtual Event

#### Proud2bOps and The OD Academy Joint Session

Date: Thursday, 30 September 2021  
Time: 14:00 - 16:00  
Location: Virtual Event

### Next Quarter

#### 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: 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... 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, 18 November 2021  
Time: 12:30 - 14:00  
Location: Virtual Event