

## Inspire2Inspire

'INSPIRE'

Training and Development Framework  
- for Excellence in Service Experience

### ***Building knowledge and insight***

***Outcome: A clear focus on patients' experience in line with what matters locally and in national policy.***

- Establishing a baseline of 'what matter's to your patients'
- Aligning business cases to meet priorities e.g QIPP and CQUIN
- Developing an understanding of service experience data and analysis
- Creating a shared understanding of service experience values, language and terminology

### ***Strategy and planning***

***Outcome: Embedding service experience within your organisation***

- Developing boards, senior management and clinical teams
- Focusing on current systems, processes and plans (e.g. HR, strategy, service plans, clinical pathways)
- Implementing quality improvement methodologies (e.g LEAN, Six Sigma)
- Developing a coordinated approach across partner organisations
- Setting up review processes

### ***Living the values and behaviours everyday***

***Outcome: Front line insights***

- Using behavioural competencies, from recruitment through to PDP and promotion to support change
- Getting the 'basics right'
- Rewarding and recognising excellence

### ***Experience based design services***

***Outcome: Innovative approaches to service design***

- Designing service improvement with users
- Using innovative techniques to gathering data e.g. controlled forum theatre
- Exploring feedback technologies
- Developing social media

For further information contact the Inspiration NW team:

email enquiries@inspirationnw.co.uk  
Tel +44 (0) 161 625 7204  
Mob +44 (0) 7795265454