



## **AUTONOMY AND ACCOUNTABILITY**

we help your clinicians  
do what they do best

Do your clinicians need support to do a better job for your organisation?

The organisational responsibilities and accountability of clinicians are growing more important as clinical efficiency and effectiveness, quality and patient safety take centre stage in the NHS. Over the next five years clinicians in leadership positions will also need to:

- Understand the possibilities of greater autonomy as central controls are relaxed
- Understand new accountabilities to Local Authorities
- Change completely the way they involve the public and their patients in the design and delivery of services
- Help integrate services across primary care, secondary care and social care
- Take on additional advisory roles in commissioning at a local level.

They will need support to deliver all this and more.

Do you know how best to offer that support?

Many changes fail. Despite the introduction of techniques ranging from resource management to LEAN methodology, change is slow and difficult to embed. Is this the situation in your organisation? If so we can help because we know:

- How clinicians are motivated
- How to select the right clinicians to deliver your organisation's agenda
- How to get 'what's talked about on the ward talked about at the Board'



D E A R D E N



INVESTOR IN PEOPLE



DEARDEN

## What can Dearden do for you?

We offer three strands of support individually or in combination:

### Selecting, assessing and developing clinicians

Options include:

- Bespoke assessment for clinical appointments and to identify potential
- Leadership development including coaching and action learning sets
- Understanding quality, efficiency and cost reduction.

### Helping Boards understand how to get the best out of clinicians

To complement individual and team development techniques, we address this often neglected area using clinical scenarios. These critically observe behaviour and decision-making when faced by everyday challenges to clinicians and senior management teams. Collective and individual feedback is used to improve board and senior clinical leadership performance.

### Checking organisational culture

Success in engaging and empowering clinicians is critically dependent on the wider culture and leadership of an organisation. We can deliver our support programmes in the context of a wider 'organisational culture check' using focus groups and staff surveys to carry out organisational audits to assess whether there is a supportive environment for clinicians and other staff and what might be done to improve it.

In our work in all areas we design an overall approach and the detailed content of programmes in conjunction with you and your clinicians to deliver what you need.

### Why Dearden?

We help your organisation get the best out of your clinicians because we:

- Have twenty years of experience working with clinicians
- Work with you to deliver support tailored to your particular needs
- Use a combination of experienced clinicians and proven organisational development techniques to deliver our services.

We stick to our own values when we work with you to:

- Make a difference and be rigorous in our focus on improving outcomes
- Add value by enhancing your capacity
- Link learning, delivering results and having fun
- Demonstrate good value and an excellent return on your investment
- Respect difference, helping you harness and develop all talent.

### What outcomes can you expect?

Success would deliver:

- Autonomous, empowered clinicians responding to patient needs and acting responsibly on for their organisation and their profession
- Boards that recognise the value of clinical empowerment and are prepared to grant freedom to deliver services in different ways
- Organisations that respond to their communities, continually seek service improvement and deliver good value for their investment.

### Some examples of our work

We have worked with Acute and Mental Health Trusts to develop detailed assessment frameworks for consultant appointments.

We have worked with an academic partner to deliver a bespoke leadership development programme including work-based projects, action learning and individual coaching to senior Allied Health Professionals across an SHA.

We have worked with clinicians and Boards across Scotland to design and introduce a new model of Managed Service Networks for certain specialised services using detailed interviews and small group meetings.

We have used scenario planning in group development programmes for chairs and non-executive board members from organisations across an SHA area.

**To find out more:** Please contact Dr David Dawson on email: [david.dawson@dearden.co.uk](mailto:david.dawson@dearden.co.uk) or tel: 07940 438988