This event;
• Provided the opportunity to network, share progress and explore opportunities to collaborate
• To illustrated the types of challenges experienced when undertaking improvement work and developed strategies to encourage and embrace change within your organisation.
• Generated and explored ways to collate qualitative data that supports improvements
• Enhanced understanding of strategic commissioning and what that means within the local context

Geraldine Jordan, Acute Care Portfolio Lead, Healthcare Improvement Scotland
Geraldine chaired the event and opened by explaining why there is a need to focus on frailty; population challenges and demographics, and the need and importance to coordinate frailty.

Board round up
Graham Ellis, National Clinical Lead, Healthcare Improvement Scotland, gave an overview of the work seen in boards and welcomed colleagues from each of the participating boards to shared their boards own experience of testing and implementing a coordinated approach.

David Hunt, Acute Geriatrician, Western Sussex Hospitals NHS Foundation Trust
David delivered a well received session focusing on the real life learning from two sites involved in the Acute Frailty Network England. Find out more about the Acute Frailty Network England here.
Cathy MacDonald, Communication Coach and Consultant, The Art of Communication
Cathy led a dynamic session to provide tactics to help encourage and embrace change. She explored the “core emotional concerns” of; appreciation, autonomy, affiliation, status and role, and choice of language and timing. Find out more about The Art of Communication [here](#).

Anna Milsom, Health Services Researcher, Healthcare Improvement Scotland
Anna discussed how boards can start to collect useful information on patient experience and how they can develop tools to capture this. Useful examples can be found [here](#).

Zaid Tariq, Strategic Planning Portfolio Lead, Healthcare Improvement Scotland
Zaid held an interactive session applying principles of strategic commissioning to the collaborative; enhancing delegates understanding of the process of strategic commissioning and identifying key elements of strategic commissioning.

All presentations from the day can be found [here](#)

Delegate feedback...

How delegates described the sessions...
Good opportunity to hear context and wider experience of others
very patient focused and informative
very interesting
very worthwhile as it really gave a real life improvement journey

How delegates felt...
given encouragement
Reinforcing
Keen to move forward and implement changes
relate to the challenges

What teams took away...
Success stories
Importance of identifying strategic directions
lots of great take home messages
and key areas we can all take back
gave lots of ideas to implement locally

The Acute Care portfolio is endorsed by Scottish Patient Safety Programme (SPSP) - a coordinated campaign of activity to increase awareness and support the provision of safe, high quality care, whatever the setting.