Taking a ‘leap of faith’ into a Big Room

How NHS Dumfries and Gallayow were able to use a Flow Coaching Academy (FCA) FCA methodology for pathway planning and improvement

In 2019 the team joined the Scottish FCA cohort with a clinical and on-coaching past. As part of their training they were introduced to the Big Room.

This is a recurring meeting (recommended weekly) where key stakeholders across from a pathway are brought together to FCA training to build improvement habits and apply them to the pathway. Participants are asked to consider the 5Vs:

- Visualization - Seeing the process.
- Evidence - The use of data and staff/patient stories.
- Process flow - Seeing the process.
- Value - (Outcome + Patient Experience)
- Visualisation - Seeing the process.

The team agreed to use the “coaching opinion” framework to ensure the meetings were efficient and effective.

The coaches decided from the beginning to engage and plan which pathways it was going to improve along with the team. That meant taking several meetings to get the big room not to happen and decide on the pathway that all agreed to work together.

One FCA coach could conduct their process mapping, design patient surveys, or determine new measure plans before the initial meeting, but the co-coaching pair was responsible for important to them that the most informed decisions were made.

The coaches felt that they did not have to be prescriptive from the outset to determine that one of the pathways most utilised by patients they were able to identify another pathway that required immediate work.

Evidence helps moderate the assumptions of those in the room.

**Key learning points**

**Flexibility is key**

The team highlighted the importance of listening to the team and how they wanted to see the meeting so that the right decisions are made.

"This approach is enabling coaches (clinical and non-clinical) to help in the design of a new idea and is selected from a range of tools that can be applied to their processes.

**The Importance of data**

The Importance of data is acknowledged in the meeting in which the coaches considered key learning points are made.

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"You do two thirds the work in the room before testing which is very helpful"