



TOWER HAMLETS PCT

Leadership development to enable improved service outcomes

What was the issue?

Tower Hamlets PCT prides itself on their innovative approaches to both commissioning and the provision of services to improve health outcomes for their local population. In 2006 they sought an external specialist provider to work in partnership with the in-house team to co-produce a leadership development programme to support improvements in patient experience

What Healthskills is doing

Healthskills was asked to co-design and deliver an innovative programme that would attract both clinicians and non clinicians interested and involved in service improvement.

The programme is now into its 4th year and has involved a wide range of individuals from both commissioning and the provision of community and primary care services including GPs, Practice Managers and Nurses and PCT PEC members. The PCT has also opened the programme out, inviting colleagues from the local authority and is aiming to include the third sector.

A key focus for the development programme is the service improvement projects that are initiated by programme participants. These help individuals to understand and value the strengths of professions, specialisms and organisations other than their own. The programme provides participants with a framework of skills and knowledge geared to address the practical leadership issues that they encounter. Action learning and master classes support the learning.

Those participants that choose to follow an accredited pathway alongside the core programme can achieve a Certificate in Postgraduate Development in Effective leadership for Health Service Improvement (attracting 40 M level CATS points).



What is different as a result?

The programme has been evaluated independently of Healthskills and received extremely positive comments from both participants and the PCT Directors.

Projects that have resulted from the programme include:

- “Solo” – an intranet based referral network for all clinical departments
- The promotion of the PCT Incontinence service to primary care resulting in an uptake in access
- The development of a multi agency working model for children’s services

What our client said

“I am delighted that our leadership programme is delivering real outcomes in improving patient care and in developing the skills and confidence of our staff.”

Alwen Williams CBE
Chief executive, Tower Hamlets PCT