

Team Leeds Hearts and Minds: A guide to hosting a Team Leeds Chat (TLC)

www.leedsheartsandminds.org.uk

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What is Team Leeds Hearts and Minds?

An engagement and development programme to shape the way we work together to improve people's outcomes and experience of health and care in Leeds.

Team Leeds Hearts and Minds aims to:

- Encourage our health and care workforce to *talk, listen* and *connect* with each other across teams, functions and partners
- Recognise the unique experiences of our workforce during the pandemic
- Enable our health and care workforce, and local people, to enhance the Team Leeds culture, and influence how we can all work even better together
- Learn from health and care workforce experience to build on success, to make improvements, and strengthen the delivery of person-centred, joined up health and care
- Create shared opportunities for workforce development that enables the Team Leeds culture to flourish

All health and care staff, students, and local people, are invited to shape the future of Team Leeds:

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Team Leeds Chat (TLC)

- **Workforce engagement** is at the core of **Team Leeds Hearts and Minds** programme.
- TLCs are a way for our health and care workforce to talk, listen and connect with each other; to share stories; and to learn from each other. These conversations will help shape the future of health and care in Leeds.
- Our experiences through the pandemic are all unique. A TLC provides opportunity for reflection and to share experiences with Team Leeds colleagues.
- As we move forward to become an even more integrated health and care system, joining your Team Leeds colleagues in a TLC will enable you to shape the future of person-centred care in Leeds.
- Everybody who works in the health and care system in Leeds is encouraged to take part in a TLC between now and March 2022.

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Hosting a TLC

- TLCs may be held within existing team meetings, one-to-ones, or groups and networks.
- You may choose to initiate a conversation with a colleague from a different service or organisation, so that you can build new connections.
- Anybody who works in the Leeds health and care system can take part.
- Four simple questions are provided as conversation starters, which enable you to share your experiences, and help you to shape the future of Team Leeds.
- TLCs are about **talking, listening, and connecting**.

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Hosting a TLC

Key elements of a TLC:

Every health and care team/service/network/group should have an opportunity to hold a TLC

TLCs might be facilitated by Team Leaders/Managers/Chair of networks/groups or a nominated person, whose purpose is to ensure that everybody has the chance to contribute. This person is the 'TLC Chat Maker'.

In your groups ask these four questions. To help prompt people, you could make these questions visible in the room (e.g. on a PowerPoint slide).

1. **How has it felt for you during the pandemic?** (this provides an opportunity for everyone to pause, listen & acknowledge any challenges, or indeed opportunities, the pandemic has brought and to share how it's been for them).
2. **Have you been able to work together with colleagues from different health, care or third sector teams /services during the pandemic? And what benefits has that brought?** (this is a way to hear about and collect anecdote or stories of successful joined-up /integrated working: what worked well; what would be 'even better if' and to establish a baseline to tell us if our workforce thinks that joined-up, integrated health and care matters to them).
3. **What might make it easier for you, or encourage you, to build effective relationships with colleagues in other health, care or third sector teams/ services?** (this will guide senior leaders in ways to shape, develop and improve our networks).
4. **What steps will you take now to build connections with other colleagues in other health, care or third sector teams/ services?** (this is your call to action, think about what **you** and **your team** can do right now to embrace a Team Leeds culture)

TLCs can also take place in 1-2-1s, appraisals, or even in break times.

Getting started

- The Chat Maker should explain the purpose of a TLC; encourage participants to be open and honest; and provide the conditions that create a psychologically safe environment.
- It is important that all participants have the opportunity to engage with each question. Therefore you may choose to separate the questions into different sessions to enable sufficient time for discussion.
- The Chat Maker should thank everyone for their contributions and encourage participants to complete an online survey to ensure their feedback is captured by the programme team.
- The Chat Maker should reassure participants that anonymity will be maintained when taking part in TLCs and the online survey.
- The feedback from the online survey will be analysed for common themes which will be shared with senior leaders, with real experiences driving the future of Team Leeds.



After your TLC

- After taking part in a TLC, we would love to hear your reflections. Spend a few minutes completing an online survey:
- [Team Leeds Hearts and Minds Team Leeds Chat \(TLC\) Participant Feedback](#) (For everyone)
- [Team Leeds Hearts and Minds Team Leeds Chat \(TLC\) Chat Maker Feedback](#) (For Chat Makers only)
- If your team does not have online access please contact the programme team so that we can discuss suitable options to share your feedback: leedsth-tr.heartsandminds@nhs.net

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What will happen to your feedback?

- Your experience and feedback will help us identify themes specific to your organisation and themes that are shared with others. This will support senior leaders to understand what is going well and *what might be even better if*, not only in their own organisation, but across the Leeds health and care system too.
- Your feedback will support senior leaders to prioritise areas requiring a joined-up, collaborative approach and start to think about how we might work together differently so that we can achieve even better results.
- We will intermittently share headline information so you can see that your feedback has been heard and you can hear the experience of others.

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Next steps

- In early 2022 we will hold Deliberative Forums in response to the biggest issues / problems you have highlighted.
- Deliberative Forums will bring together members of the health and care workforce, people with associated expertise and decision makers.
- Participants work together to discuss, debate, and find solutions to addressing issues, problems or obstacles.

Deliberative Forums enable our workforce to co-design the ways we work together to improve people's outcomes and experiences of health and care in Leeds.

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Further information

- For more information about the Team Leeds Hearts and Minds programme visit [this webpage](#). There you will find resources explaining more about the programme, including presentation slides, the request for and examples of stories, and more.
- For further advice please contact the programme team by emailing: leedsth-tr.heartsandminds@nhs.net

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