

Team Leads 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.

As Team Leads we can:

- Better integrate our health and care system and embed person-centred care.
- Help reduce health inequalities and improve health outcomes.
- Improve the experience, support, and satisfaction of our workforce.
- Make better use of the Leeds £.

Get involved

All health and care workforce, students, and local people, are invited to shape Team Leads: www.leedsheartsandminds.org.uk

Aims

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 health and care workforce and students during the pandemic.

Enable our health and care workforce, and local people, to enhance the Team Leads 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 a Team Leads culture to flourish.

We connect with others through the Virtual Networking Club.



I respond to the online survey.



I share my Team Leads stories to inspire others.



We will talk, listen and connect through a Team Leads Chat (TLC).



I take part in shared development opportunities.



I am part of the Big Leeds Chat.



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Team Leads Chat (TLC)

- **Workforce engagement** is at the core of **Team Leads 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.
- Our experiences through the **pandemic** are all **unique**.
- Conversations will help **shape the future of health and care** in Leeds.
- A TLC provides opportunity for **reflection** and to **share experiences** with Team Leads colleagues.

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Your TLC

In your groups ask the following questions:

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)

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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