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**Quality & Safety Seminar**

**Michael West** *Professor of Organizational Psychology, Lancaster University Management School/Senior Visiting Fellow, The King’s Fund*

**Compassionate Leadership for Cultures of High Quality Care**

## **Abstract**

The pandemic has triggered global tragedy, pain, fear, anxiety and darkness. Yet, at the darkest times there is an opportunity for the light of learning to stream in. In this presentation I will suggest that the three key areas of learning from this crisis for our health and care systems are compassionate leadership, team-working, and reflection. The seminar will address the question of how we can develop cultures of high quality, continually improving and compassionate care in the challenging circumstances we face in our health services and, at the same time, ensure the well-being and growth of those who provide that care?

Drawing on the evidence from our two reviews into doctors’ and nurses’ mental health and wellbeing across the UK, the seminar will provide practical guidance necessary to help us ensure that compassion, high quality and innovation are at the heart of health and care cultures.

The seminar will provide information not only the ‘what’ of the key elements of team and organizational elements for a positive culture but also the ‘how’. It will describe how we can help to create the conditions that ensure high-quality care cultures at national and local level. It will draw on the strategies being implemented across the four UK health and care systems to illustrate the key themes. Participants will have links to a wealth of open-access, evidence-based resources to enable them to support the transformation of health care teams and organizations.

## **Biography**

Michaelis Senior Visiting Fellow at the King’s Fund, London and Professor of Organizational Psychology at Lancaster University Management School. He is Visiting Professor at University College, Dublin and Emeritus Professor at Aston University where he was formerly Executive Dean of Aston Business School. He has authored, edited or co-edited 20 books and has published over 200 articles for scientific and practitioner publications, as well as chapters in scholarly books. The focus of his research over 30 years has been culture and leadership in organisations, team and organizational innovation and effectiveness, particularly in relation to the organization of health services. He provides regular policy advice to UK National Health Service organisations. He lectures widely about compassionate leadership for health services and the results of his research and solutions for developing effective and innovative health care organizations. He co-chaired with Dame Denise Coia, the two year inquiry on behalf of the UK General Medical Council into the mental health and well-being of doctors *Caring for Doctors, Caring for Patients* and led The King’s Fund RCN Foundation Review *The Courage of Compassion: Supporting Nurses and Midwives to Deliver High Quality Care.*

**12.30-1.30pm Thursday 10th December 2020**

**Online via WebEx (details will be emailed to you after booking)**

**Book your place:**

[**https://compassionate-leadership-2.eventbrite.co.uk**](https://compassionate-leadership-2.eventbrite.co.uk)

For queries please contact: Siobhan.McHugh@bthft.nhs.uk or Helen.Smith@bthft.nhs.uk