

**PERSON-CENTRED SERVICES  
BUILDING THE VISION, COMMITMENT, AND IDEAS**

**BEGIN WITH THE END IN MIND**

Each group has a A1 board. This is a replica of one of Vanessa's graphics from the Living Leadership Strategy (Legacy, Compass, Communication and Teams) this will become your group's **Vision for Person Centred Services**.

Imagine the completed graphics on the website and you have an idea where you are heading. Critically don't get into operational detail, this is a vision and ideas piece that in due course each team could make their own. It is an inspirational and aspirational statement not an action plan!

**70 minutes from now you should be ready to present your board to the other 3 groups.**

**USING THE A1 BOARD**

This A1 board provides the shapes and colours for you to work with. Ideally you follow the shapes and use the colours rather than just write 'on top' of the graphic. I have created a draft for each group so that you can see what I mean by this. Please add other shapes that echo the design and put words inside them, or colour them in to give depth. Make it interesting to look at and easy to read.

Your task in the next 70 minutes is to work as a team to 'populate' the board with the thinking that has come from the Appreciative Inquiry. Imagine this as a showcase of the most significant themes, ideas and commitments that you want to carry forward from today. This board should also be accessible and make sense to someone who wasn't in the room with you.

Use your A3 boards and the 'ideas flip charts' as inspiration, and don't forget about all of our previous learning. It is important at this point, that you work with what you have and don't begin to bring in new or different thinking. You have a responsibility to hold the integrity of the previous conversations.

**TRUST THE PROCESS**

Detailed guidance and timings follow. We will be on hand to support and respond. Please just let us know what you need.

**PREPARING: 10 MINUTES**

1. Nominate one person from each group to be responsible for getting the information onto the board when the time comes
2. Nominate one person to keep time
3. Remember Rules of Engagement
4. Read through your guidance sheet before you start and come to us with any initial questions

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**GROUP 1: THEMES 65 MINUTES**

We have spent a lot of time together listening to each other's thinking. On all these occasions we have noticed that themes have emerged as they did in our conversations this morning. Specifically, your group should pay attention to the themes that have emerged from the **DISCOVERY and DREAMING** conversations. As well as having the facilitator's board, you have access to the boards from your group and you were part of the conversation. Don't over think it.

**35 minutes for the following, make notes on a flipchart**

Agree what you think the really significant top 3 themes (9 in total) are in terms of the impact of person-centred service on:

- The experience of the person receiving the service
- The person/ team providing the service
- The quality of the service

An example of a THEME might be *Compassion and Listening make a difference* (feel free to take this one of it fits)!

**10 minutes for the next part**

**Next complete the sentence:**

Our dream for Person-Centred Services in our Directorate is.....

**And then depending on which group you are in**

LEGACY: The legacy of Person-Centred Services would be.....

COMPASS: The impact of values led Person-Centred Services would be.....

COMMUNICATION: The impact of Person-Centred Communication would be.....

TEAMS: The impact of Person-Centred Teams would be....

**Then:**

**10 minutes** for the nominated person to get it all onto the board in the suggested space

**At the same time 20 minutes** for the rest of the team to think about how they will present their part of the finished vision and who will share the thinking about the themes – **you will have 3 minutes (as part of 9 minutes for your whole group).**

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**GROUP 2: IDEAS 45 MINUTES**

You have generated ideas as a group and voted on these. You will have by this point agreed on one idea from each category Quick Win/Mad Hatter/Rolls Royce. Take **15 minutes** in your group to distil each idea into a sentence. This should succinctly name **the idea**, **the potential impact** and **the first step**.

**Get it them on a flipchart**

**An example could be** (feel free to take this one of it fits)!

***Thinking Spaces for Patients create safe conversations and promote trust; test this out with existing patient groups***

**10 minutes for the next part**

**Next complete the sentence:**

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COMMUNICATION: The impact of Person-Centred Communication would be.....

TEAMS: The impact of Person-Centred Teams would be....

**Then:**

**10 minutes** for the nominated person to get it all onto the board in the suggested space

**At the same time 20 minutes** for the rest of the team to think about how they will present their part of the finished vision and who will share the thinking about the themes – **you will have 3 minutes (as part of 9minutes for your whole group)**.

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**GROUP 3: COMMITMENTS 55 MINUTES**

As a group you have created Personal Commitments at the DESTINY stage of the 4D process. It is likely that whilst these were invited at an individual level that there will be themes/similarities. These could come from either response on the DESTINY part of the A3 board or could be a combination.

**15 Minutes- to scan, decide and to get the Commitment onto a bit of flipchart**

Your task is to scan all the boards and look for similarities under these 3 headings I suggest at the outset you take one Commitment each to gather the initial themes:

**COMMITMENT 1**

Something that everyone could do and if it was done consistently, it would make a difference to Person-Centred Services.

**COMMITMENT 2**

Something that would involve patients and service users to a greater extent than currently.

**COMMITMENT 3**

Something that would impact how teams work together to provide Person-Centred Services

**10 minutes** to share with the other two groups and make the final decision

**10 minutes for the next part**

**Next complete the sentence:**

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COMPASS: The impact of values led Person-Centred Services would be.....

COMMUNICATION: The impact of Person-Centred Communication would be.....

TEAMS: The impact of Person-Centred Teams would be....

**Then:**

**10 minutes** for the nominated person to get it all onto the board in the suggested space

**At the same time 20 minutes** for the rest of the team to think about how they will present their part of the finished vision and who will share the thinking about the themes – **you will have 3 minutes (as part of 9minutes for your whole group)**