



Appreciative Inquiry

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Provisional timetable

- Welcome
- Quick taste
- About AI
- Positive Partnerships for Improving Quality
- Discussion

About your presenter

Tim

- Medical Doctor
- Further training in Sports and Exercise Medicine, Occupational Medicine, coaching and cognitive behaviour therapy
- Set up an NHS Exercise Medicine Unit. Used behaviour change methods in range of settings:
 - cardiac rehabilitation, chronic pain, psychiatry, rehabilitation, drug and alcohol, occupational health, leisure
- Running skills development workshops for over 20 years – including service improvement for NPAT and Mod Agency
- Helped DH create the 'Lets Get Moving' materials
- Working with National Cancer Survivorship Initiative
- Running wellbeing and resilience workshops for teachers, doctors, nurses, etc



One good thing

Form pairs

5-6 minutes

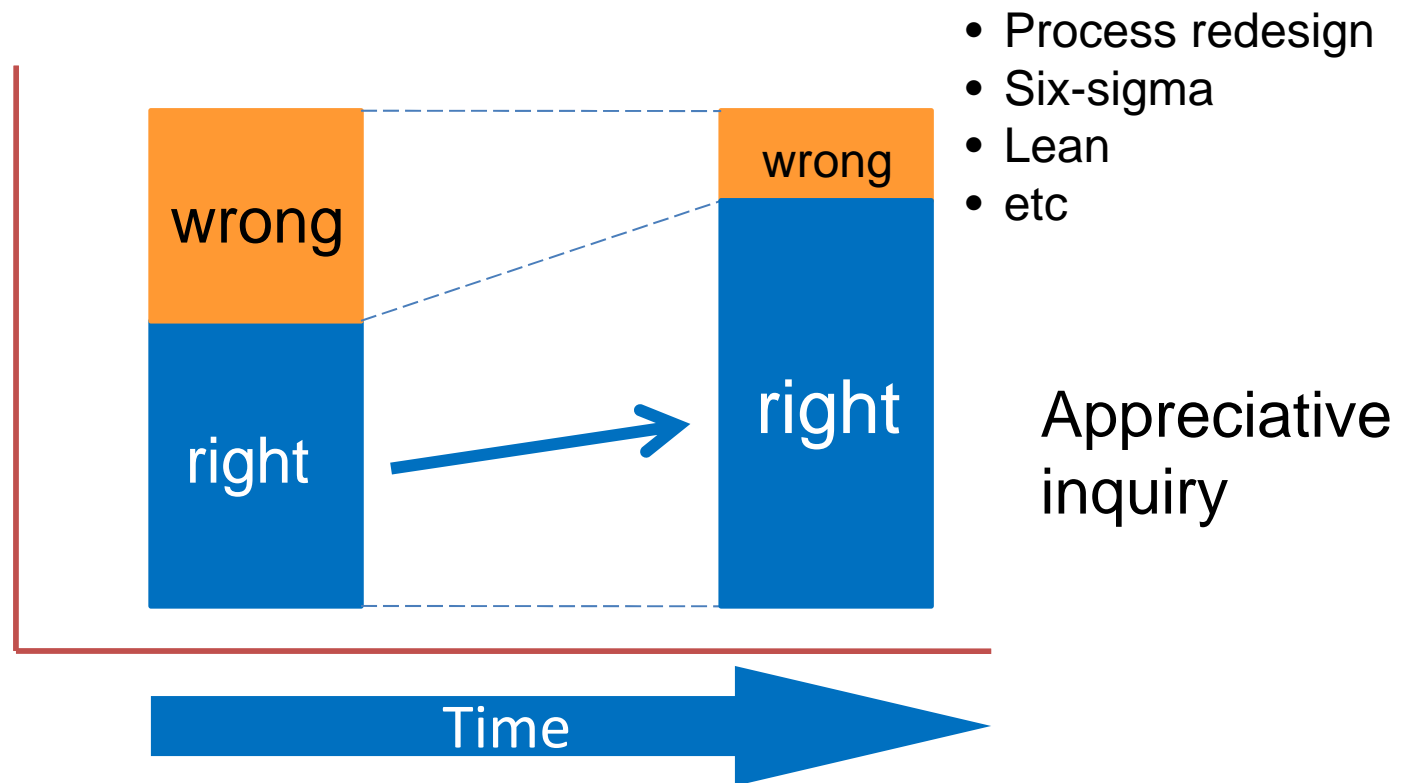
Share something good that has happened in your life in the last few days, something that has gone well

The other person be politely curious



Appreciative Inquiry

1. Discover what's wrong – and fix it
2. Discover what's right – and increase it



Appreciative Inquiry



- A strengths based approach to organisational development
- Developed by David Cooperrider, during a healthcare project
- Being used all around the world
- Might increase trust, respect, shared understanding, engagement, creativity and hope

A methodology and approach, which comes with a mindset and a spirit



Appreciative:

- Recognising the best in people – their strengths, values, hopes, aspirations
- Appreciating what is working now, what we are good at, what we want more of, what assets and resources we have
- Increasing in value



Inquiry

- Discovering and learning
- Being curious
- Being open-minded to new possibilities
- Searching for solutions and better ways forwards

Principles

What we study determines outcomes

Where we choose to focus our attention and what questions we ask, moves us towards the results we find

Inquiry creates change

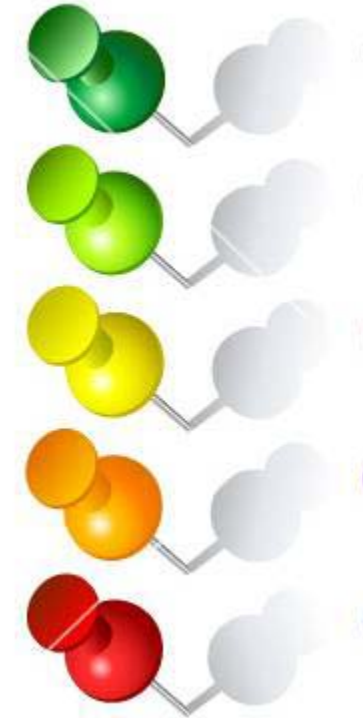
Change begins when we inquire into something. There are no neutral questions. Inquiry and change are simultaneous events

Focus on what works

Discover what promotes strengths, wellbeing and positive deviance.

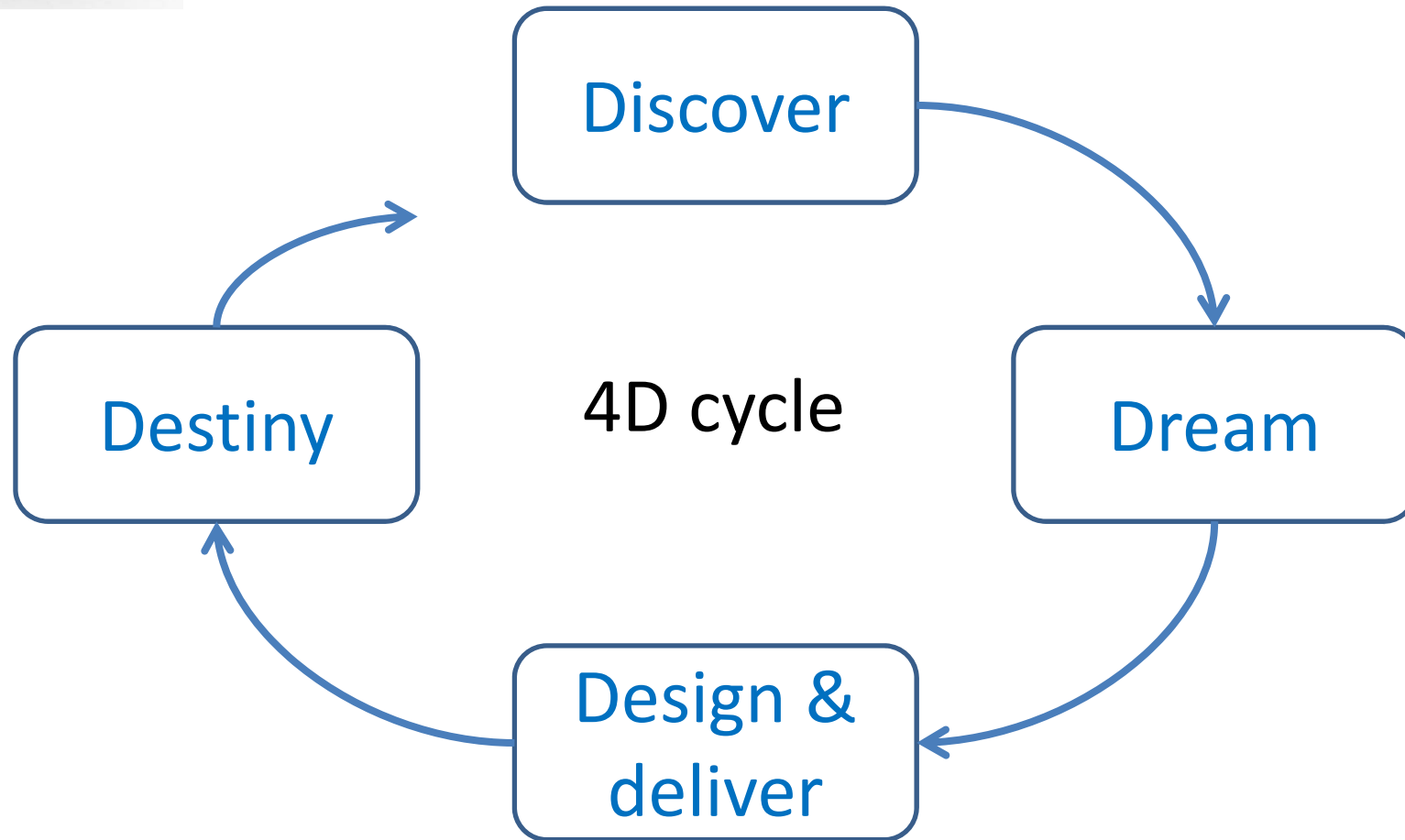
Image inspires action

Knowing where we want to go focuses our actions, influencing what happens





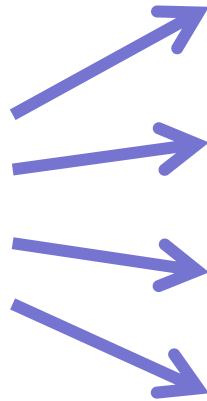
Appreciative Inquiry





London NHS Partnership

■ London Health Unions & London NHS Employers
are the London NHS Partnership
working together for London's workforce



Funded several
projects



Positive Partnerships for
Improving Quality

- *12 month collaborative / action learning set*
- *Open to all NHS orgs in London*
- *Help you make progress with AI*



Aims and Objectives:

1. Improve the quality of partnership working
2. Improve healthcare quality through the use of appreciative inquiry, in teams
3. Train and support several local partnership teams in the design and running of AI based events
4. Support delivery of multiple local, partnership based, AI informed, improvement projects
5. Generate case studies and contribute to the knowledge based around healthcare improvement using AI

The magnificent seven



Guys and St
Thomas's

Barts
Health

KCOH

Lewisham

Barking,
Havering and
Redbridge

Barnet, Enfield
and Haringey

RNOH

003 44 102 (199)

2 day skills development workshop



Issues

- Cost savings
- Appraisals
- The way change is managed
- Responding to Francis
- Attendance
- Co-operation between unions
- Dignity in care for older people
- Education and training experience for junior doctors

Discover 10 minute conversations

What is working?

What are our strengths?

What do we want more of?



Dream

10 minute conversations



It's the future

Things are better than we
could have hoped

What will be happening?

How will we have got there?



This conference

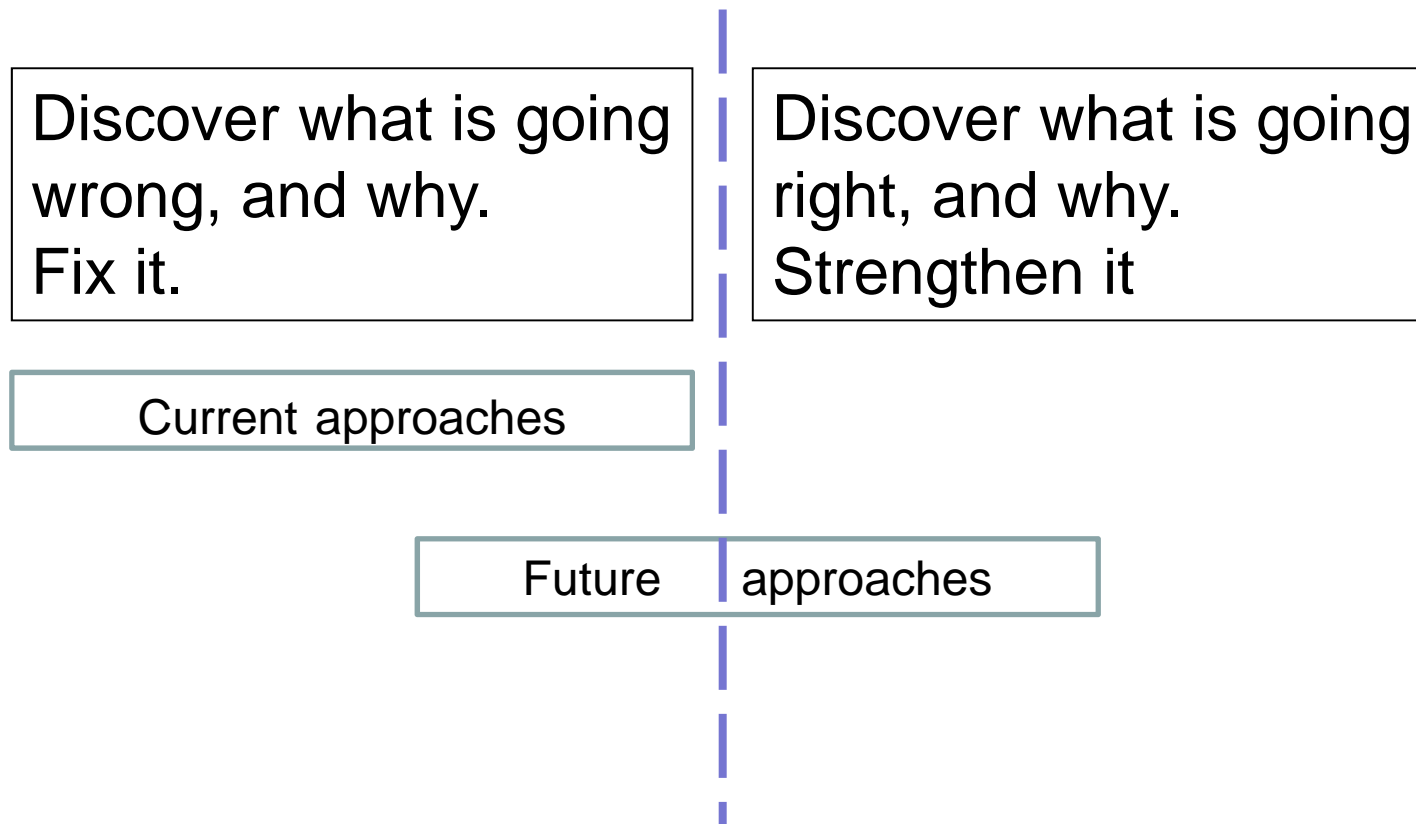
- How can improvements to the quality of health and care best be delivered?
- What does patient and staff engagement really mean and how can we achieve it?
- How can managers be supported to deliver high quality care in the face of financial constraints?

Appreciative Inquiry

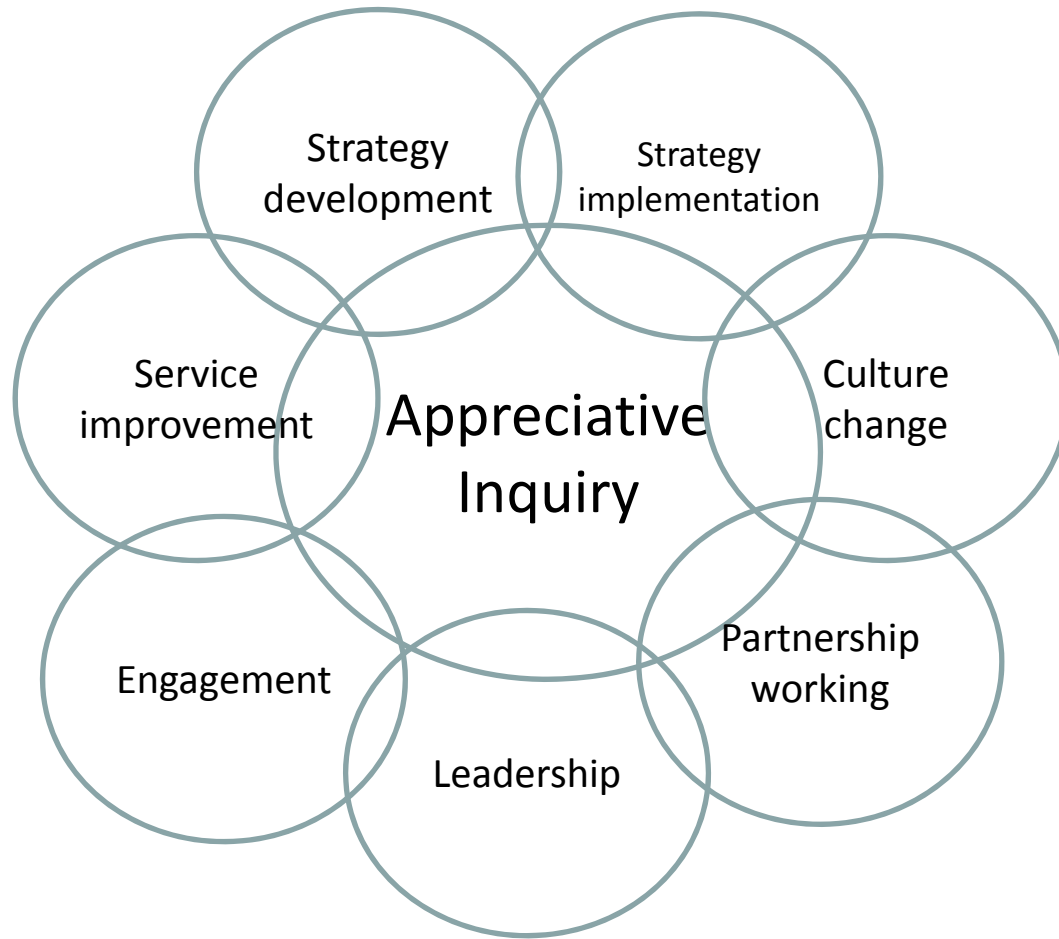


- A methodology
- Safe and Effective
- Learnable and Practical
- Bring about improvement relatively quickly
- Positive side-effects

2 approaches to service improvement and organisational development



What AI enables



AI should be in every managers toolkit



- *Service improvement*
- *Flow charting*
- *Budgeting*
- *Goal setting*
- *Coaching*
- *etc*
- *Appreciative Inquiry*
- *Report writing*
- *Public speaking*
- *Appraisals*
- *Investigations*
- *Confronting unwanted behaviour*
- *etc*

Thank you

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