

Clare Murdoch

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Clare Murdoch 0 minutes 3 seconds

Everybody, welcome to our first live event. So as you know, these have been dropped into the calendar to try and just help us all stay connected and there's a lot happening at fast pace around both.

Clare Murdoch 0 minutes 19 seconds

Programme and you know, just current solution. Generally we we we have got a lot going on and I know that we have been meeting face to face and I'm not quite sure yet what the plan is for that beyond our next day away day in November. I'll come back to you on that when we've when we've had some time to think about it.

Clare Murdoch 0 minutes 37 seconds

So I thought it was important that we put these monthly calls in so that as many of us as possible can jump on a call and just get a bit of a download as to what's going on. What's important to us, what do we need to share with you? And I'm sure these will evolve over time. We are going to try and keep them to an hour because I know we could probably talk for a whole day, but we need to try and keep them.

Clare Murdoch 0 minutes 56 seconds

To an hour and we'll try and make sure that these are as informative and useful to you as possible. There will be an opportunity to ask some questions. We are just running it as a team's event. It's not set up with all the fancy gadgetry of a live event, so you'll have to bear with the silsani while we try and work out who's answering what questions in the background. If you are going to put them in the chat.

Clare Murdoch 1 minute 16 seconds

But we'll we'll get there hopefully and there will be the recording obviously that you can listen to, listen back to if you if you want to. So a couple of things, we're going to talk to you about this morning. First, I want to welcome Nick. I think, Nick, you joined us.

Clare Murdoch 1 minute 31 seconds

In the London team on Monday, I think this is your first week, so welcome to the team. I'm sure that the London team and the rest of the team are doing a great job in helping you settle in and I'm sure

that I'll get an opportunity to meet with you at some point in the next few weeks. If not, hopefully the away day. But yeah, you're very welcome to the team.

Clare Murdoch 1 minute 52 seconds

You've joined us at a really exciting time, so I hope you really enjoy it. I've invited Stuart Stuart's on the call this morning. Stuart's going to give us all a high level overview of the design of the new solution because we thought that would be really helpful so that you can start to understand just what it is we're we're going to be going out and selling.

Clare Murdoch 2 minutes 11 seconds

To the NHS really important. And then I've got some some stuff I want to talk you through in terms of some very high level deliverables for our team in particular. So Stuart, I'll hand over to you if you'd like to introduce yourself, the floor is yours.



Stuart Webster

2 minutes 14 seconds

2:14

Stuart Webster 2 minutes 14 seconds

Yeah.

Stuart Webster 2 minutes 15 seconds

Yeah.

Clare Murdoch 50 minutes 11 seconds

How you get round that conversation, I guess in terms of is now the right time to start a big manager self-service project now you already know which trusts in your patch indicated through the ORS, whether they wanted to be an early adopter. So you'll know who's put the hat forward, but we don't yet know who's going to be the that final selection.

Clare Murdoch 50 minutes 30 seconds

Yeah.

Clare Murdoch 50 minutes 32 seconds

Current live projects, depending on their completion date, it is potentially going to impact on their EA selection. So if you've got a trust now who you think could be a great early adopter, but they've already started down a path that means their project can't end until this time next year, for instance.

Clare Murdoch 50 minutes 48 seconds

Then that is likely to impact their ability to be an early adopter. So there's that consideration to have in the back of your mind as well. So the best way we think we can handle this between now and the end of the calendar year and we really are in talk in a few weeks is for you to discuss this on a case by case basis with your cell.

Clare Murdoch 51 minutes 8 seconds

Because you can then have that discussion around what is the message here? What is the best? What is the best investment of their time and our time in terms of if they are a strong earlier doctor candidate, we might want to put the brakes on that. We might want to suggest that they hold off. So we will be working up some messaging. You won't just be left.

Clare Murdoch 51 minutes 27 seconds

Without some guidance about what to say, we will be working up some messaging, but this is not straightforward. This is quite complicated stuff and then on top of that, obviously we stood a work stream up that Paul has come in and picked up around targeted optimization.

Clare Murdoch 51 minutes 44 seconds

Now the work that's been done in that space has not been lost because we are still going to need to engage and understand where organisations are, because for those that are way for it's years away. But for the early adopters, as I've described, we've got a slightly different set of circumstances and potential risks there.

Clare Murdoch 52 minutes 3 seconds

So we're going to shift away from the language of ESR optimization because we need to start driving organisations to think to thinking

about the future and we also need to go on a bit of our own journey around.

Clare Murdoch 52 minutes 18 seconds

Changing our, you know, the way we think, the way we, the way we, the way we are kind of attached to ESR for some of us have been around a long time, it's really hard to sort of break that umbilical cord, but we have to start preparing ourselves and our organisations for the future.

Clare Murdoch 52 minutes 33 seconds

So you will start to see a shift in the language that we're using. We're going to start moving towards foundational readiness, progress reviews. So the work that the team have been doing in the background around the assessment that is not lost, it will still form very much part of the work that you'll be doing on the ground.

Clare Murdoch 52 minutes 51 seconds

Maybe the output of that review might look different because we wouldn't necessarily be saying go off and put manager self-service in, particularly if you're a wave one or an early adopter if you're a wave four that that's a different conversation. So there's going to have to be a degree of negotiation and understanding.

Clare Murdoch 53 minutes 11 seconds

About what would need to go into the outputs of those reviews? All of this work is being worked up at the moment. We've literally only yesterday settled on some of this thinking. If I'm being brutally honest with you because it's been very, very fast-paced in, but we really believe that there is still value in going out.

Clare Murdoch 53 minutes 30 seconds

And having quite challenging conversations with organisations about what they're doing today, what their plans are and how we can start to shift the dial towards foundational readiness. And you all know data completeness and data quality, for example.

Clare Murdoch 53 minutes 45 seconds

Super critical. So it's not lost in terms of the work that we're doing, but we may need to reshape some of that assessment as we've called it previously and we will need to think about the language of

that as we go forward.

Clare Murdoch 54 minutes 1 second

There will be foundation readiness checkpoints now. This is something that I can't give you lots of detail on at the minute, but basically this is about what are we going to be reporting out of R and I to the programme. So obviously in in up until the end of May.

Clare Murdoch 54 minutes 19 seconds

We did the assessments, all that intelligence was gathered in Joe did a great job of churning that out into some really, you know, some really informative graphs and and and and data that I could then take to various boards so that everybody understood where we were at in terms of the optimization of ESR assessments.

Clare Murdoch 54 minutes 36 seconds

Shifting the dial and shifting the language, we're going to have to think again about what is it that we need to be reporting out of readiness and implementation as a team that supports particularly C3, but also those that are in way for preparing for C4. So there's some thinking still to do around what the checkpoints will be, what the report.

Clare Murdoch 54 minutes 55 seconds

Wanted to look like and right now we don't. We don't know some of that. So if you're going to ask me questions on that, I can't give you the answers today. But then the other thing that's important to point out is that I think there's real value in people in this team having a presence in those design workshops. So they kicked off already this week.

Clare Murdoch 55 minutes 16 seconds

They've kicked off with what we call, I think they're called sprints. I can't remember if that's the right terminology, but anyway it doesn't matter. So they are wholly internal at the moment, so there's been lots of individuals from Chris Morley's team, lots of people from around the BSA heavily involved in what they call.

Clare Murdoch 55 minutes 34 seconds

CRP 0 and CRP 0.1. So they're completely internal workshops, we're going to move into the workshops with the users and it is I think it's

important that post Christmas when we're getting into that space where we're bringing real people in to start helping the thinking in this.

Clare Murdoch 55 minutes 54 seconds

Solution designing of this of this solution that some of you are in that room. You may not be able to play a contributing role, but I think it's really important that you have some visibility of what is happening in those workshops and understand what users are bringing to the table. So I've yet to work that through with Nick and others. Nick Adcock and others, but it is my intention to.

Clare Murdoch 56 minutes 13 seconds

Try and get you some access to some of those design workshops post Christmas so that you've you've got some of that insight and understanding and then if you wouldn't mind just moving on to the last slide, I think it's the last slide. So for us I.

Clare Murdoch 56 minutes 30 seconds

I don't know. I think this. Yeah, this is the last slide, isn't it, Lou? I think it is. Yeah. So with all of that, and there's a lot there. There's a lot to take in. Even just the stuff that Stuart talked about, there's a lot that you've probably mulling over and you've probably got lots of questions. And I've literally flown through this. So apologies, because of the time limit we've got.

Clare Murdoch 56 minutes 49 seconds

But we still need to do that, storming Norman and Foreman as an RNI team, we still need to come together and think about a change of mindset, a change of focus to start embracing what is a hugely exciting new world that we have been given the privilege to be part of.

Clare Murdoch 57 minutes 6 seconds

We need to continue to do the recruitment. We've got lots of new people still joining the team between now and the end of the year and then we've got a whole load of recruitment to do next year.

Clare Murdoch 57 minutes 17 seconds

We need to continue the work that we started in September when we did the piece about our shared vision and our purpose and our team

commitments. That's had a little bit of a pause because SNT we're a little bit behind the curve on this. So we've started this work now, but I really didn't want us to go down a cul-de-sac of developing something for R and I and then find that.

Clare Murdoch 57 minutes 37 seconds

It's not aligned to what Chris's vision of the programme team is, so we will be coming back to that and I'm pushing hard to try and get that back on the agenda, but all of the work that we did in September is not lost. All that really valuable stuff that you contributed to, Deb's all got no, she's got that in her bottom drawer and we will be coming back to that and shaping that that team.

Clare Murdoch 57 minutes 57 seconds

And purpose and our and our commitments and then obviously our objectives as a team, but also through your through your growth conversations too.

Clare Murdoch 58 minutes 8 seconds

We're still very focused on team development and as I know I think galvanised has probably kicked off or is about to kick off and there's lots of work happening behind the scenes to continue to shape the development for our implementation advisor colleagues too.

Clare Murdoch 58 minutes 24 seconds

We've got to do the piece about introducing R and I to the NHS because we actually haven't done that yet, so obviously the sales have gone out and engaged and started to make themselves known, but we haven't gone out to the NHS and said the comms and engagement team is now the R and I team and this is what you can expect to get from us as a team and the support that we're going to give you.

Clare Murdoch 58 minutes 44 seconds

So that that's a piece of work that we've got to work through. And then I guess the big one, which is probably feels a bit more personal, which is around we're all going through a period of adjustment. This is this is tricky for particularly for those of us who've been around a long time.

Clare Murdoch 59 minutes 2 seconds



I appreciate less so for some of the newer team members, but we've got to adjust to this change together and I know that it might feel uncomfortable. I know you've got lots of questions that we probably can't answer, but I and the sills are working really hard in the background to try and get as best as best as we can in terms of the shape of the work that we've got to do.

Clare Murdoch 59 minutes 22 seconds

To the activities and the tasks that you're going to be asked to support, and really to support you through that through this through this period of change we have to work together on that because inevitably whether we like it or not, there are new ways of working come in.

Clare Murdoch 59 minutes 38 seconds

Really, from January the the dial is shifting. As I've said away from just pure ESR optimization to optimization is part of foundational readiness and it's how it's how we position that out to our organisations. But it's also how you reconcile that yourselves too, because it's really important that you.

Clare Murdoch 59 minutes 58 seconds

Can convince your organisations that this is exciting and this is really transformational. I'm going to pause there. I'm going to just quickly ask if there are any quick questions because I'm I'm very conscious that we've gone way over and I unfortunately do have a time pressure.

Clare Murdoch 1 hour 16 seconds

I hope you found that really useful. Please by all means take the recording, play it back, have a think about it. If you've got questions, please go to your cells or by all means come directly to me. If we need to put another session in before the away day because there's lots of questions about what you've heard this morning.

Clare Murdoch 1 hour 34 seconds

To try and shoot one another, call into the diary, but obviously we are all coming together in November. That's going to be our sort of Christmas do. So hopefully as many of you as possible will be able to come. We're still working up the agenda for that given that there's been lots of things happening in the last couple of weeks, what we



thought might be on the agenda might need to change now.

Clare Murdoch 1 hour 54 seconds

So there'll be some more clarity about what we'll be doing in November, but certainly if you've got questions, if you've got concerns, please talk to your cell or or come and talk to me directly and we'll do our best to try and help reassure you and as ever.

Clare Murdoch 1 hour 1 minute 10 seconds

My commitment is as soon as I know more, you will know more. I I'm I'm not a fan of gatekeeping information. It's really important that you're with me. We've got to be united out to the NHS in the delivery of C3. We've got to make this a success. And right at the top. When I talked about the shaping of the team.

Clare Murdoch 1 hour 1 minute 28 seconds

There was recognition right from the outset that this programme cannot be delivered without the expertise that is in this team, so we are all in a really privileged position and we're going to make history, so we need to take the Christmas period to regroup.

Clare Murdoch 1 hour 1 minute 45 seconds

Get some energy behind you. Get some sleep. Start to think about what you're going to do in January and come back really refreshed and motivated because it's going to be bumpy. As I've said before, but it's going to be hugely rewarding and exciting too.

Clare Murdoch 1 hour 2 minutes

So at that, I'll draw to a close any questions. I can't see any hands up on my screen.

Clare Murdoch 1 hour 2 minutes 9 seconds

No. Stand into silence. OK. Right. Well, thank you for your time this morning. Really lovely to see some of you. For those that aren't on the call. Hope you enjoy the recording when you get it and have a great rest of your day, folks. Nice to see you. Take care.



Amanda Lowdon

1 hour 2 minutes 27 seconds

1:02:27

Amanda Lowdon 1 hour 2 minutes 27 seconds

Thanks, Claire. Bye. Take care, everybody. Bye.



David Bromilow

1 hour 2 minutes 27 seconds

1:02:27

David Bromilow 1 hour 2 minutes 27 seconds

Thank you. Thank you. Thank you. Thanks.



Rachel Cadey

1 hour 2 minutes 28 seconds

1:02:28

Rachel Cadey 1 hour 2 minutes 28 seconds

Thanks all. Thank you. Bye.



Michael Winstanley

1 hour 2 minutes 28 seconds

1:02:28

Michael Winstanley 1 hour 2 minutes 28 seconds

Thank you. Bye. Thank you. Bye bye.