Building trust across boundaries: measuring our impact

Wednesday 18 May 2022

KALEIDOSCOPE
Health and Care

Our Healthier
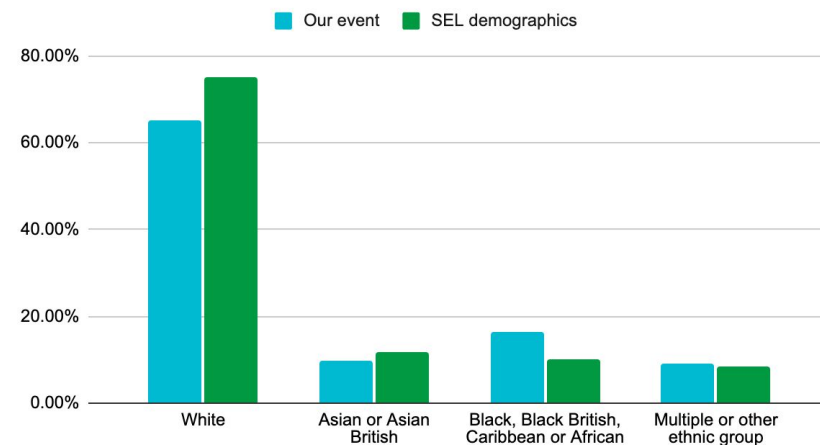South East London
Integrated Care System

Who was in the room?

We had **over 100 people** join us for from different sectors and boroughs across south east London.
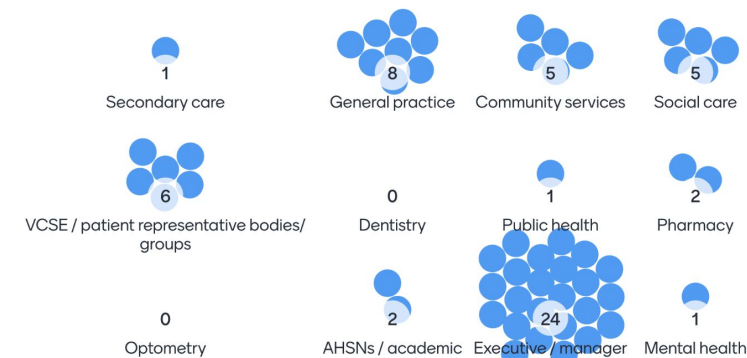
Across all our community activities we are measuring who is, and who isn't in the room. We know that **diversity in all we do** is the only way we can achieve lasting change, and plan to target outreach efforts going forwards at those who are currently underrepresented in the community.

Gender:	80% female, 20% male
Ethnicity	**65% white, 35% BAME** - the ethnicity of participants was comparable to the broader SEL population, however we recognise that more work needs to be done to include people with marginalised ethnicities
Sector/profession	We had a range of sectors/professions represented, but Executives/managers were overrepresented and **secondary care, mental health, public health optometry** and **dentistry** were underrepresented.
Borough	All boroughs were represented*, but fewer colleagues from **Bromley (2)** participated * Bexley (7), Greenwich (5), Lambeth (9), Lewisham (4), Southwark (7), all areas of SEL (25)

Comparing ethnicity of our event participants vs SEL population

Legend: Our event, SEL demographics

Bar chart categories: White, Asian or Asian British, Black, Black British, Caribbean or African, Multiple or other ethnic group. Y-axis: 0.00% to 80.00%.

What part of the south east London system are you joining us from?

- Secondary care: 1
- General practice: 8
- Community services: 5
- Social care: 5
- VCSE / patient representative bodies/ groups: 6
- Dentistry: 0
- Public health: 1
- Pharmacy: 2
- Optometry: 0
- AHSNs / academic: 2
- Executive / manager: 24
- Mental health: 1

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Measuring our impact and how we can improve

After the session today I feel more confident to build trust across boundaries:

Over **94%** of people improved their confidence

One practical step I will take to apply my learning from today in my context is...

17 people committed to a micro-action to apply their learning from the session

What went well that we can build on?

- "A very **powerful and engaging** event, thank you"

- "**Brilliant session**, thank you for sharing all the resources"

- "The break outs were really **worthwhile**"

- "Good to have the opportunity to hear from/speak with **other parts** of the system"

- "The **pace and variety** was good- reflected a well thought out session"

What can we improve on for next time?

- "Let's get **more people** involved!"

- "Just needed a bit more of an inclusive intro and maybe check-in along the way so that people don't feel that if they are not very senior and a leader of sorts they are **still welcome**"

- "The **categories at the beginning** didn't make sense to me. Manager/ exec are not a sector and VCS is very diverse. Also can you look at the ethnicity categories again please - white is more diverse than that"

What other activity should we look at as a community?

- "**Library of resources** and short write ups of learning to cascade through comms"

- "A **shared directory** with roles & contact details"

- "A **way of setting up our own 'connect 5' sessions** as a time that suits us"

- "**Understand the structure** and how we all connect so we know who is doing what - it can get very confusing!"

We really appreciate your constructive feedback and will use it to help us improve.

- Going forwards we will focus on reinforcing that this community is for **anyone interested** in system leadership at any stage in their career at events and in comms

- We will also **review the categories** we are using to track profession/sector and ethnicity to include a greater level of specificity

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To apply my learning from the event, I'm going to...

Legend:
- Microactions
- Pass on learning from event

"Talk to colleagues about what we can do differently"

"Share wisdom from today's event"

"Pass on a few things to colleagues which resonated with me and I hadn't heard before"

"Make check-ins institutional in all meetings that I lead or influence"

"Read a couple of the books/resources recommended to develop my thinking more over the next few weeks"

"Join Connect 5"

"Explore non-violent communication and giving feedback"

"Be more open to identifying potential trust issues"

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Thank you

Thank you for attending the "Building trust across boundaries" event and providing input and feedback - we really appreciate it.

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