

# Working Lunch

**Jenny Makeham, Corporate Support Librarian**  
**Paul Twiddy, Library & Information Service Manager**

# The Concept

From a conversation with the Chief Executive

*“a forum where managers can learn from each other, share ideas, and network”*

A Grand Round to help develop managers & leaders

# The style

- Deliberately informal
- Described as “a conversation”
- Eating is very much encouraged
- PowerPoint is strongly discouraged!

# “Deliberately informal”



# Topics

- Chief Executive - Julian Hartley - Career
- Virginia Mason Improvement Method
- Chief Medical Officer - Yvette Oade - Career
- Impact of Genomic Medicine on the Future of Healthcare
- Quality Improvement in the NHS
- West Yorkshire Excellence Centre & Apprenticeships
- Leeds Improvement Method - an Insider's View
- Corporate Memory & Knowledge Management

# The numbers

- 8** Sessions delivered
- 8 – 22** Range of attendees at individual sessions
- 60+** Total attendees to date
- 14+** Repeat attenders

# Some people

**Business Managers (4)** **General Managers (2)** **Matron**

**Head of Nursing (3)** **Head of Physiotherapy**

**Patient Safety & Quality Managers (2)**

**Clinical Leadership Fellows (2)** **Senior HR Manager**

**Service Manager** **Training Manager**

**Outpatient Site Manager**

# Feedback

*“Very informative, I hadn’t considered all the implications here”*

*“Enjoyed the session, would come again”*

*“Fascinating, very exciting - lots of challenges, great for benefits”*

*“Excellent, informative and really easy, relaxed forum”*

***“Very good use of my lunch time!”***

*“Excellent, inspiring and informative”*

*“Very interesting, informative session despite having little prior knowledge of the subject”*



# Lessons Learned (i)

- You can't plan for everything
- Double check everything
- Don't stress about numbers
- Be specific about who can attend
- Advertise widely and often via various channels

# Lessons Learned (ii)

- Choose date wisely
- Ask people to deliver on a specific topic
- Some people are nervous about eating their lunch whilst someone is talking
- Filming is good but...

# Contact information

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