



A Thinklist for Introducing Service Improvement

Think absence - who is not involved and should be ?

Think presence - who is involved and is this explicit ?

Think big - everything connects to the 'big' issues: health needs; equity; purchaser-provider split; community care; power; authority; knowledge

Think of the end - what is the situation you want to end up with?

Think patients and clients - what decisions can they take?

Think of the outside - the external environment to the ward or unit has a major impact

Think of the inside - how will you take staff along with you?

Think skills - explicit communication of what nurses do and know

Think organisation - how can the whole trust benefit from the change and learn from your experience ?

Think long term - what will help the change last and become embedded ?

Think practical - recognising what you can and can't do something about

Think creative - how else could issues be tackled ? what are your opportunities ?

Think 'public' - publishing and 'marketing' the achievements of the team

Think power - who has it, who should have it ? who will support you, who oppose you ?

from 'Our Own Capabilities' by Marion Macalpine and Sheila Marsh, King's Fund publications 1995

www.swampyground.org