

**Nush Sivanathan**  
BUILDING SUSTAINABILITY



**Catherine de Zwaan**  
Mapping Incidents & Complaints  
Improving things for people.  
Swim lanes + processes  
Complaints  
PALS  
Induction  
ASK! DO YOU REALLY NEED THAT STEP AT ALL ???  
7 wastes: waiting, movement, defects, transporting, over production, stock.....  
8th Waste "Human Endeavour"

**Charlie Ingram**  
Supporting from a managers perspective  
talks about NOVICE  
EXPERT  
it can work for the small everyday things



**Laura Woodward**  
N.T.W Skills Building  
Look for The Tipping Point  
an exercise in change, uncomfortable



**Espeth Ferguson & Kate Baxter**

**CQC + Outstanding Care**  
recapped the journey so far,  
Helped us to think about what Good looks like. Encouraged us to think about how to use this community can support each other and the work going forwards



**Bey Tudor & Nikki Spinney**  
Measurement for improvement using data + info



**James Partington**



**Jim O'lonner**

"A BIG thank you to all attendees... and to all for the amazing work you do"