

# Change and Innovations

What are the obstacles to change in complex health care organisations in the UK

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Does the NHS resist all Change?

Is there lack of enthusiasm?

## What are the essential elements that can be missing?

- Clinical Engagement
- The need to realise the benefits
- Understand and address the dis-benefits (losers)
- Define the problem to be solved and the aims accurately
- Kerb over-enthusiastic or false claims
- The right financial culture

## The Culture for Change

- Enthusiasm
- Openness and integrity
- Attitude of organisation to risk
- Rewarding innovation
  - particularly implementing the innovation of others
- Change needs to have a history of delivering expected benefits

# Examples of Change

- Polyclinics /systems
- NHS IT projects
- Fractured Neck of Femur project
- Service reconfiguration in Leicester
- Revalidation of Medical professionals