

# What are the key learning points for you from the sessions to date, that will help support you in your challenge groups?

Seek patient experience

Go to the people with the problem

Public and service user input and how to persist with this!

Just go for it !!Be service user focused.

Being brave

Building relationships is key

Blake: 'Remember challenge is not a criticism'.

Reaching out to communities for meaningful co production

Any system need to take account of the person person centred development

# What are the key learning points for you from the sessions to date, that will help support you in your challenge groups?

The importance of getting multiple perspectives on a piece of work

To listen to the person and live in their shoes

Communicate with the users of services!

Learning not failing

Addressing organisational barriers  
Being a constructive disrupter

Go to the people involved

Involve patients with their experiences

Nothing is more certain than uncertainty

patient centred- consider the impact on the patient

# What are the key learning points for you from the sessions to date, that will help support you in your challenge groups?

No agenda

Be aware of 'wearing the cape of power'

Listen!

To open your mind and see the vision.  
Take time to think.

Be kind to yourself

Building good relationships, involving the patient in their care  
Patient centred

Build a team to their full capacity using everyone's strengths

Use humour where you can

We have to come together and tolerate uncertainty



# What are the key learning points for you from the sessions to date, that will help support you in your challenge groups?

Building good relationships

Involve patients and their experiences

Challenge yourself to think differently

How difficult we make it for people to be treated as a whole person and not a number of parts

To believe that big change can happen when dedicated individuals have a vision

Sharing multiple perspectives

take time to make a plan and focus on the aim

Consult with the people who will be affected by decisions

think big!

# What are the key learning points for you from the sessions to date, that will help support you in your challenge groups?

Having designated time out

Vision is so important

How difficult we make it for people to navigate the different organisations