

knowledge exchange

Knowledge Exchange is a web-based community where thousands of health and social care managers connect to share information and develop ideas. Established in 2002, Knowledge Exchange enables members to accelerate service improvements and save valuable time by using smarter ways of working together.

the smarter way to work together

Helping to accelerate improvement

According to the recent NHS Modernisation Board annual report, there has been 'significant and sustained improvement' in the NHS over the last four years. Much of the credit for these improvements must go to health service managers who, working with their clinical and social care colleagues, have responded energetically to Government demands for greater efficiencies and improved quality

Joined up working just got easier

Important developments in the last few months have strengthened KX's ability to support managers. Principle among these is a partnership agreement between Knowledge Exchange and the Improvement and Development Agency (IDeA) that provides access to KX for all social care professionals working for Local Authorities in England and Wales. Health care managers will now be able to connect with their social care colleagues who can share their experience in over 150 challenge areas including child protection, discharge planning and partnership working.



standards. Unsurprisingly, the report also concludes that much remains to be done.

KX is confident that managers will find ways to build on these successes and accelerate the rate of improvement. However this will be easier to do if new ways of working are adopted. Our aim is to provide services that make this possible.



"Improvement in public services is no easy task but there are some outstanding examples of achievement spread far and wide. Knowledge Exchange is a highly valuable way of connecting together those who are facing similar challenges so they can learn from each others successes and mistakes."

David Fillingham
Chief Executive,
Modernisation
Agency

The IDeA is delighted to be able to offer the Knowledge Exchange service to social care professionals. As well as being a wonderful source of shared best practice, Knowledge Exchange will, we hope, be part of the drive to bring health and social care professionals together in delivering and developing improved services.

Nigel Druce
IDeA Strategic Advisor for Social Care

www.theknowledgexchange.co.uk

Improve management decisions and services by drawing

knowledge exchange

Anyone who has managerial responsibility or who wants to contribute to the improvement of health and social care services should be a member of the Knowledge Exchange community.

Benefits

By joining Knowledge Exchange you will be connecting with colleagues throughout the UK and be able to:

- accelerate the pace of modernisation and improvement in the NHS
- make joined-up working more of a day-to-day reality
- avoid re-inventing the wheel
- bring 'share and spread' to life
- work smarter not harder

Joined up working: rhetoric or reality? We want to hear your views so please participate in our current online survey

Take the tour and learn more about Knowledge Exchange

www.theknowledgexchange.co.uk/visitor

Services

Exchange Share your experience

Seek practical information and support from thousands of health and social care colleagues. Select people with experience of over 150 challenge areas including clinical governance, community care, public involvement, service redesign and workforce development. Learn from the archive that already holds over 3000 replies.

Bulletin Keep up to date

Receive the health and social care news that matters most to you by using Bulletin, a weekly service that matches content to your personal interests.

Collaborate Work smarter

Develop work in progress, shape new ideas and promote local initiatives with Collaborate. Launching in autumn 2004, Collaborate will provide a suite of interactive tools designed to help managers work together and accelerate service improvement.

Viewpoint Have your say

Have your say on the key issues facing health and social care managers by participating in Viewpoint, a monthly debate, led by opinion leaders. Recent Viewpoints include:

Future NHS Policy: Competition or Collaboration? David Fillingham, Chief Executive, NHS Modernisation Agency.

Are NHS Middle Managers Good Enough? Nigel Edwards, Policy Director, NHS Confederation.

Why Managers Should Dare to be Different. Alan Yates, Chief Executive, Merseycare NHS Trust.

Feedback

While managers in health and social care face very similar problems, day-to-day pressures make it difficult to compare notes and learn from each other. This service - easy to use and wide-ranging - allows us to do just that.

George Brechin
Chief Executive
Fife NHS Board

I have gained reassurance from colleagues across the country that my work is progressing at the right pace, that I am not left behind. KX is the most useful source of information and support for promoting a more modern and smart NHS workforce.

Monday Ugiagbe
Education, Training & Development Manager
Tower Hamlets Primary Care Trust

I have been given the chance of a lifetime opportunity after responding to a Viewpoint raised a few months ago. Not only did I win the £50 vouchers, I have been offered a secondment opportunity to work with NHS Confederation!

Yee Cho
Head of Nursing (Older People)
Bromley Primary Care Trust

Our Trust has recently undergone a lot of changes and this has included changes to my role. KX has made my task that much easier knowing that there are experts all over the UK who are prepared to share their knowledge and practice with me. A very worthwhile enterprise and the inclusion of social care can only enhance the service.

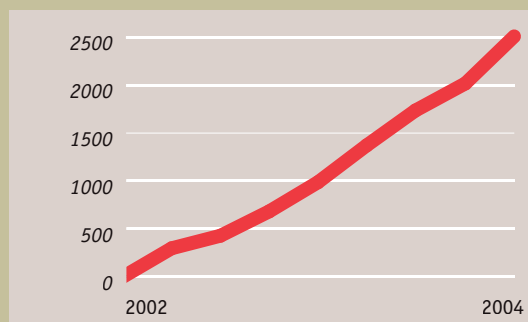
Sue Catmur
CPA Co-ordinator and Risk Manager
East Kent NHS and Social Care Partnership Trust

Within my role of Human Resource Project Manager, I have always advocated the promotion of sharing ideas and best practice to ensure that we can collectively improve our policies, procedures and practices. In the past this was a long and laborious process of identifying key individuals with whom to network. With KX I can gain information within minutes through eager professionals across the NHS willing to share practice. I have asked questions within the last six months on nursing working hours, part time working, religious diversity, recruitment and the selection process. The advice I have received has been invaluable.

Tristan Callaghan
Human Resources Manager
East London and the City Mental Health Trust

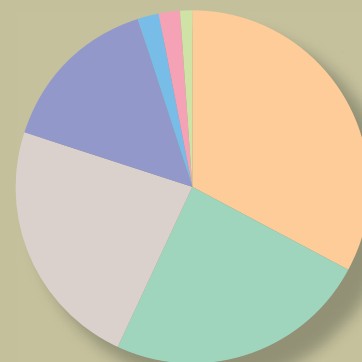
Membership

The strength of any community is in its diversity. KX membership has increased rapidly since its establishment in 2002 and includes people with over 100 different job roles within health and social care services.



Principle roles of KX members

- General Managers
- Nurse Managers
- Service Improvement Managers
- Human Resource Managers
- IM&T Managers
- Business Planning Managers
- Clinical Governance Managers
- Training Managers
- Organisational Development Managers
- Therapy Managers
- Mental Health Managers
- Commissioning Managers
- Social Work Managers/Team leaders



- Primary Care Trusts
- Acute Trusts
- Local Authorities
- Mental Health Trusts
- SHA/WDCs
- Ambulance trusts
- Other

Partnership

Knowledge Exchange works in partnership with a number of organisations that recognise the need to accelerate improvement by working smarter not harder

Within the public sector we work in an extremely time pressured environment. The public deserve the best we can all deliver. Keeping up-to-date with improving practice, new ideas and information can be incredibly time consuming and costly. Social connection is at the heart of that improvement process. We learn from others who act as knowledgeable peers, supporting us to improve our practice. Tools such as KX make this process more cost and time effective. It helps us find the 'right' people to answer our questions and offers us a real opportunity to work smarter, rather than harder.

Maxine Conner

Director

The Learning Alliance



The Academy is a strategic alliance covering all health care organisations in South Yorkshire. Our aim is to support clinicians, managers and other staff to

deliver sustainable improvements in health and care for patients and carers. The Academy has developed a partnership with KX and we are now embedding its online sharing and information tools within our broader programme of work across South Yorkshire. Doing this will help us accelerate our work in encouraging innovation and supporting the development of creative approaches to sharing, sustaining and spreading good practice.

Paul Harrison

Director

South Yorkshire Academy for Health & Care Improvement



As incoming President, I am delighted that AHHRM is partnering with KX. AHHRM is committed to supporting HR

professionals in the NHS to help staff realise their full potential by sharing learning and developing effective networks. I personally use KX and know that it is of tremendous benefit to me and the team. In addition, our partnership agreement with KX means that 20% of organisational subscriptions will flow back to AHHRM to fund local branch activity provided membership has been applied for by a HR manager. Now would be a good time to join!

Mike Pyrah

Incoming President

Association of Healthcare Human Resource Management

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55 St John Street
London
EC1M 4AN
020 7336 8494
info@theknowledg
exchange.co.uk

Joining

By taking out an organisation-wide subscription to Knowledge Exchange you will be enabling your colleagues to access a nationwide community of healthcare managers, clinicians and social care professionals.

If you work in the NHS

To find out if your organisation is already a subscribing member of KX go to www.theknowledgexchange.co.uk or email info@theknowledgexchange.co.uk

To join, please return the application form which can be downloaded from our web site at www.theknowledgexchange.co.uk/visitor. An organisation-wide subscription costs £1500 + VAT per annum and gives all staff unlimited access to KX services. Department, Directorate or SHA-wide subscriptions are also available. Please email info@theknowledgexchange.co.uk for further information.

If you work in social care for a local authority

You can use the service immediately without charge if you work for a local authority in England or Wales. Just go to our web site and register. If you work for a local authority in Scotland or Northern Ireland or another type of social care organisation please email info@theknowledgexchange.co.uk for further information.

www.theknowledgexchange.co.uk