



Service Improvement and Delivery- Live Webinar

3 external CPD points

Introduction

With the needs of patients placed firmly at the heart of the National Health Service, providing a first-class level of service delivery has to remain top of the agenda. Today's doctors must show an even greater understanding of how to be effective in leading, working with and influencing all those they come into contact with in the workplace.

Course structure

- **2.5 hour webinar**

Webinar objectives

- To discuss the potential areas for quality improvement
- To map out an improvement process understanding the complexity of systems within the NHS
- To understand the management of change, including building relationships with key stakeholders.
- To apply a force-field analysis, identifying the drivers and restrainers of change