


KM Highlights NHS England

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(with help from colleagues from
across England)

The background features several sets of concentric circles in a lighter shade of blue, resembling ripples in water, scattered across the bottom half of the slide.

North West

- Workshop May 2009
 - Further event Spring 2010
- NHS North West draft KM strategy
 - Small working group
- Cumbria Adult Social Services KM Lead
 - Athens protected resources all social care staff
- KM activity identified in number of Trusts

Yorkshire & Humber

- Low key approach
- Just over 70% organisation have CKOs
- Knowledge Services Lead
 - Informal network
 - One to one support
- Library Service Managers
 - Raising profile of CKOs
 - Supporting their CKOs
- More activity in 2010

West Midlands

- 80% organisations have CKOs
- Led by Workforce Deanery
- November event
 - Develop understanding
 - Concept of knowledge management
 - Sharing of examples of practice
- Setting up a network
- West Midlands wide digital network
- Library Service Managers working with CKOs
- Team Knowledge Officers implementation
- www.wmedc.org.uk/wmckos

East Midlands

- Two workshops held in March
 - CKOs
 - Library Service Managers
- Action Learning Set proposed
 - Insufficient interest

East of England

- 61% organisations have CKOs
- KM Scoping
 - external consultants
 - Analysis of KM activity in EoE
 - Identify key stakeholders, projects, resources & tools
 - KM options
 - Identification of risks & solutions
 - Report presentation 5th December
- KM Lead to be appointed
 - SHA - Between SHA Staff
 - SHA - with East of England NHS Organisations
 - Establish an East of England KM Network - CKOs & others

London

- Knowledge Management team NHS London Programme for IT (LPfIT)
- Communities of Practice
 - Online – collaborate, share, videos – using eSpace
 - Face-to-face professional networks
- Masterclasses
 - Peer assist, After Action Reviews
- Toolkits
- Chief Knowledge Officers
 - October
- www.london.nhs.uk/lpfit/knowledge-management

South West

- Learning and Development Agreements
 - CKO agenda promoted
 - CKO appointment a Trust requirement
- 75% organisations have CKOs
- Variety of models and roles

South Central

- 50% of organisations have CKOs
- Establish value of knowledge management
- Promoting Map of Medicine
- PCT collaborative space
 - Over 650 people signed up
 - Spread membership to all organisations in SC
- Flu response space established
 - Others wanting to adopt
- KM projects in development
 - Library services,
 - consolidating knowledge & intelligence
 - KM tools & techniques

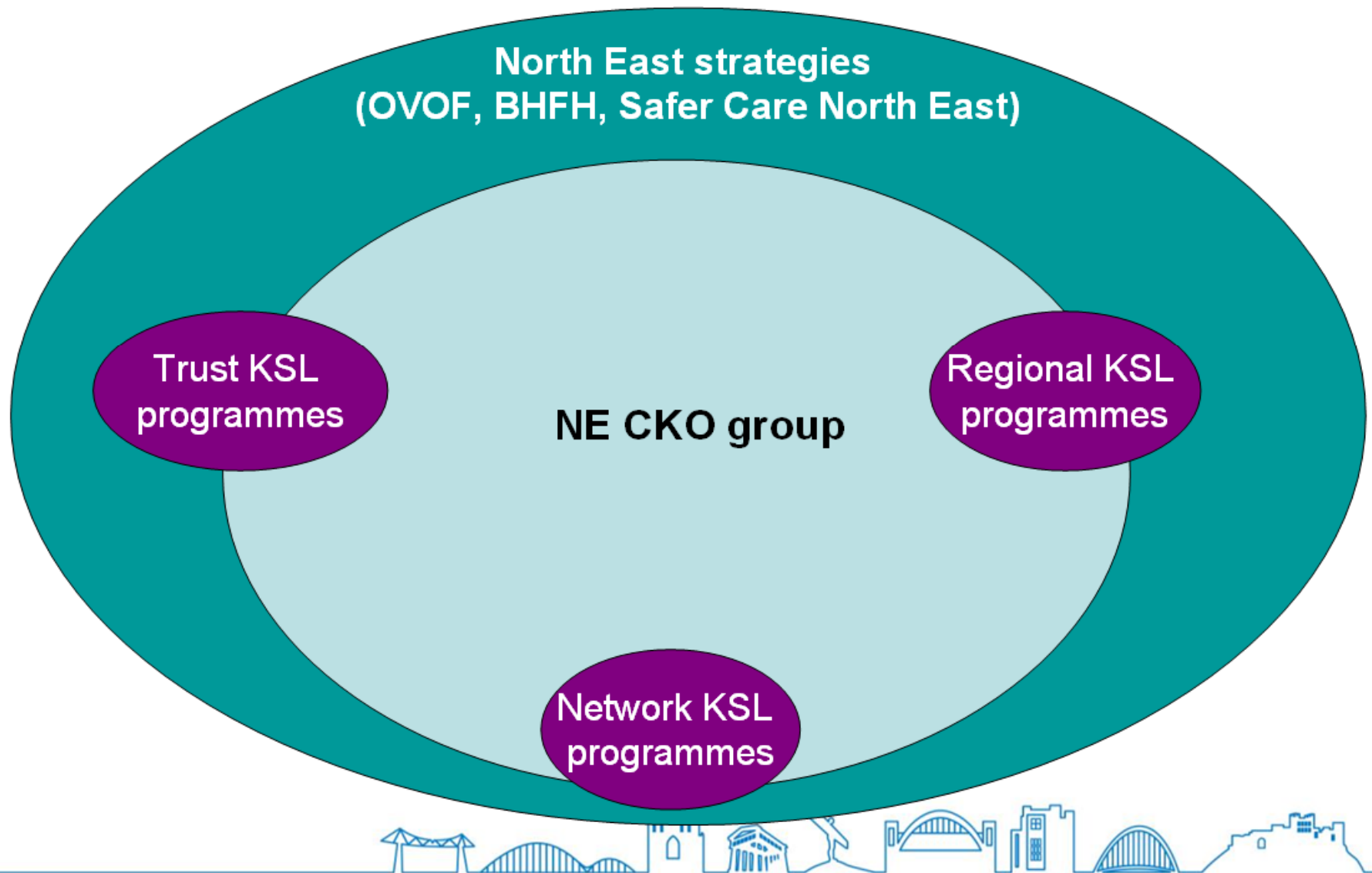
Knowledge Sharing & Learning

Lynda Cox

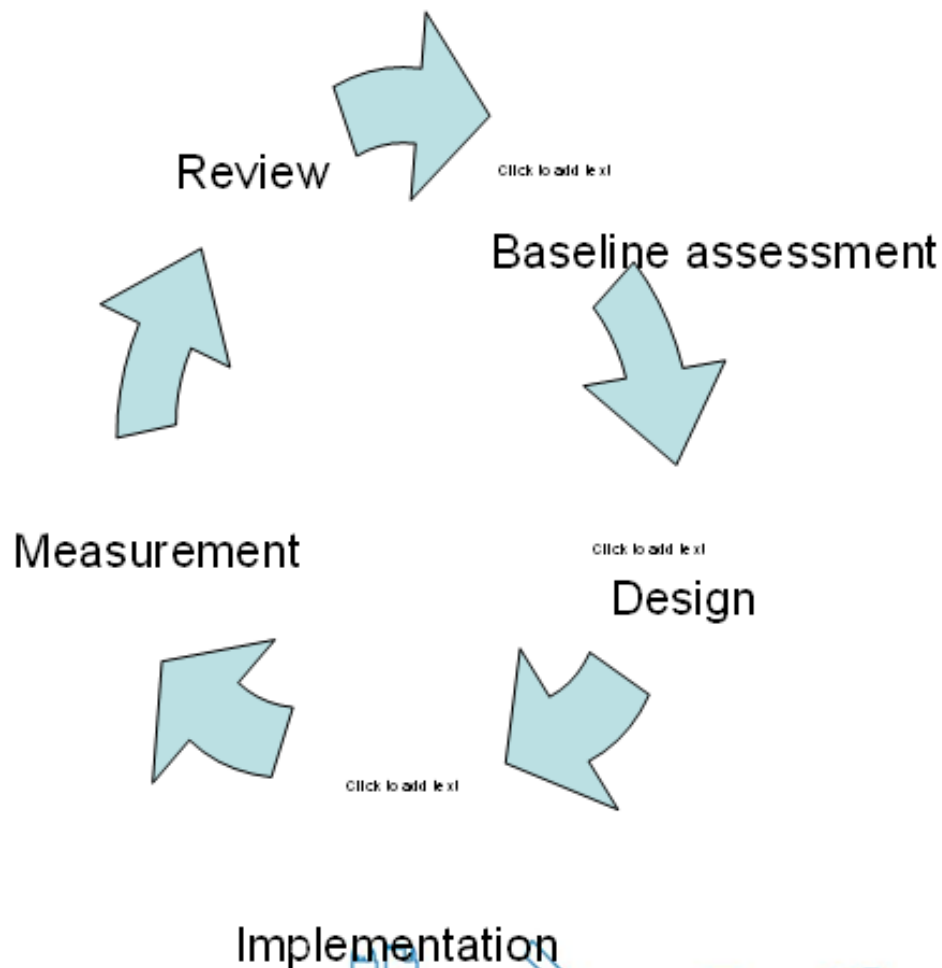
Head of Knowledge Sharing and
Learning



Developing the environment



Typical programme process



South East Coast



South East Coast

- CKO event April 2009
- KM activity in some organisations
- Knowledge Management Workshop
 - Range of needs & situations
 - Practical tools
 - Identify tools useful in their situation
 - Establishing network- eSpace
 - 4 workshops – positive response

Knowledge Management Workshop



South East Coast

- Introduction to KM
- Social network analysis
 - warm-up
- Organisation Development
 - Taking Stock – exercise
 - Culture of sharing – 3 case studies
- Connecting People to People
 - Communities of practice & other techniques – group work
- Data, Information & Technology
 - Data & Information – SEC case study & exercise
 - Technology – an overview
- Where do we go from here