CKO event survey October 2009

Can you give us one key output that you would like to take away from this event?

1. Help all attendees to see that all the strands of KM are important and that the messy social aspects of knowledge sharing must not be ignored, or they will hamper putting the evidence into practice.

2. **Role**
   A greater understanding of the role of CKO.
3. success criteria for the role
4. Key understanding of good working practice for a CKO
5. Understanding of how we can better achieve 1 above (**main aspects of the role of CKO?**)
6. Clear understanding of the national body that legitimises the role. If it is to be NHS evidence then make that clear.
7. Realistic and achievable ideas to develop further Trust CKO and KM developments the CKO role and Knowledge Management

8. **Raising profile**
   A raising of the profile of the CKO.
9. That CKOs that attend are all able to take at least one positive away from the event so that they can take KM forward in their own organisation.
10. How to encourage organisations who have yet to appoint a CKO of the business and organisational benefits of appointing to the role.

11. **CKO & NHS Evidence**
    Actions on how NHS Evidence service and CKOs can work together to improve health and patient care.
12. A greater understanding of how NHS evidence can contribute to knowledge management in our organisation.

13. **Planning** Shared Action Plan for Knowledge Management.
14. The content of a comprehensive plan.

15. **Motivate**
    Ways to capture the imagination of our staff.
16. Ideas around change to process and people to support better knowledge working - non technical solutions

17. **Examples - success**
    Examples of organisations where there is successful knowledge management and how it was achieved
18. A toolkit of quick wins

19. **Commissioning**
    How to support competency 5 for world class commissioning better

20. **PCTs & CKOs / KM**
    An understanding of how PCTs in particular are taking this forward, through their own policy work, through their relationships with primary and secondary care contractors

21. **A core resource for all staff to access** (website?).   At the moment KM is still a concept to the staff here which, like previous projects is expected to fade away.   I would like to see a real commitment to getting this to work as I really feel that a lot of the Trusts are just paying lip service to supporting it.

22. **Document management**
    An example of a successful implementation of an electronic document management system within an NHS organisation. Ideally with clear examples of positive benefits that have accrued.