

## Supporting the implementation of good practice: NHS Evidence for Chief Knowledge Officers

Participant feedback via post event e-survey n=34. Response rate from participants c. 42% (34/80)

Responses received from:

- 7 CKOs (20%),
- 13 CKO deputies (38%),
- 10 Library and Knowledge Service Staff (29%)
- 4 "others"(11%)

### 1. How well were the aims of the day met?

The event was generally very well received and most of the aims were met. It would appear that there is still some more work to be done in identifying how best the CKO role should relate to NHS Evidence,

How well do you think the following aims for the day were met:					
Answer Options	Extremely well	Very well	Well	Quite Well	Not achieved
An update on relevant national initiatives	5	17	8	4	0
The sharing of information on successful local work relating to knowledge management	1	14	12	5	1
The stimulation of new ideas	6	7	11	6	2
An increased understanding of how the CKO role can work in practice	2	10	10	9	2
identifying how best the CKO role should relate to NHS Evidence.	1	5	12 (36.4%)	10 (30%)	5 (15.2%)

**answered question 34**

### 2. What was the most useful aspect of the event?

#### **KM Strategy**

Workshop on developing a Knowledge Management Strategy  
 The most useful was designing a KM strategy.  
 Developing a KM Strategy Workshop and speed consulting session

#### **Network**

Affirming the value of the network.  
 Networking  
 networking opportunities and meeting people with similar "knowledge" challenges including commissioners and providers  
 Networking opportunities  
 Networking with other CKOs to help understanding of the role.  
 Clarity around the role of the CKO, and the ideas sparked off by Muir Gray's and the workshop I attended.  
 Networking  
 Networking with colleagues from other organisations  
 Meeting other knowledge professionals, sharing ideas and having the opportunity to network. Presentations and panel discussions were useful too  
 The people mix was good as it was made up of CKOs and librarians so both view points were available in the mix during discussions and workshops  
 discovering the perspectives of both library / information professionals and of senior decision makers within healthcare organisations

#### **Discussions / speed consulting**

Discussions and exchanging practical ideas with others working in the field.  
 The round table discussion

I got some good ideas from the discussion at the tables  
The speed consulting, which enabled participants to discuss issues and share ideas  
Speed consulting x2 people

Practical Understanding what can be done practically with KM.

### **National**

the brief updates

Update on national initiatives

Understanding the role of NHS Choices and the Information Centre and how they relate to NHS Evidence

Over view / updates from national speakers. Professor Muir Gray's presentation was thought provoking.

The update on relevant national initiatives. In particular the status and relationships between NHS Evidence, NHS Choices and NHS IC

Morning talks about the national picture

### **Muir Gray**

Muir Gray session - using KM to eliminate waste in the NHS

Hearing the perspective of the NHS CKO Sir Muir Gray - very inspiring!

the structured opportunities to interact with other CKOs

Afternoon sessions

## **3. What, if anything, are you keen to follow-up on?**

### **NHS Evidence**

- NHS Evidence's role in supporting CKOs
  - Use of NHS Evidence in service planning and service improvement in the Trust
  - Using NHS Evidence, NHS Choices and NHS IC within the organisation
  - Also, despite presentations from Evidence and the IC, their respective roles are still somewhat unclear to me, as is their direct ability to support day-to-day KM for CKOs
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- Helping to organise next year's event
  - a similar event every year would ensure a national network is achieved and maintained

### **Strategy work**

- strategy development
- Developing a strategic knowledge management approach to local organisational objectives
- The KM Strategy

### **Using networks / existing communities**

- The future of any high-level-sponsored networks/communities for Knowledge workers within the NHS.
- Joining and supporting the CKO group.
- Opportunities for ongoing sharing & discussions.

### **Development**

- support for CKOs in role development
  - Making the role of the CKO much more explicit
  - Networking, and how KM is developing within acute trusts
  - Continuing to push the KM agenda within the local trusts.
  - Developing KM organisational culture
  - Taking forward some of the recommendations from the speed consulting session
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- Have already followed up with one contact my "something to share"; will be in touch with Rachel Cooke on some of her work
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- Discussions regarding knowledge harvesting when staff are leaving
  - Commissioning knowledge and links with other PCTs
  - Practical application of the CKO, case studies and best practice of what is working

sharing best practice regarding knowledge management

- Discussions with some library specialists from my region who I met on the day.
- Quick wins - I'll look out for the presentations, as didn't attend this workshop

#### 4. Delivery Method rating

The speed consulting, the presentations and the informal networking were all highly rated. Negative comments about the workshops arose where two workshops were being run in one room.

How would you rate the delivery methods used on the day:					
Answer Options	Very good	Good	Fair	Poor	N/A
The presentations and panel discussion session	6	20	8	0	0
Q & A opportunities	3	18	11	1	0
The presentations	4	23	6	0	0
The speed consulting	13	9	9	0	0
The workshops	7	8	11	2	3
Informal networking	11	15	6	0	0

#### 5. What should we do differently next year?

##### Speed consulting and workshops

- I would have been happy to spend the day doing the speed consulting workshops as the topics that were dealt with were very relevant and it was useful to hear how others had dealt with them
- longer time for speed consulting and longer workshops with more time for interaction.
- workshops need more time. Workshops should be longer and more interactive
- I think even more time for round table discussion would be useful.
- More networking time
- More networking time - perhaps half an hour for the session to discuss our name badges. Move the workshops earlier in the programme
- More interactive sessions and fewer presentations
- Case studies - organisations making progress and how Integrating information and KM more effectively
- More examples of what people are doing and a chance for others to ask questions about this. Many people wanted to ask me questions at the end, so I took that to mean many people would like to question others about what they are doing
- Allow a little more time for learning from what our peers have been doing
- More interaction, fewer presentations
- Try a 'marketplace' enabling some sharing of ideas and practical examples of day-to-day KM / offers & wants

- Have discussions of practice-based questions from the 'floor' (perhaps submitted before the event) with input from the panel.
- More small group sessions
- Allow more time for panel questions and discussion

### **Specific room for each workshop**

- have the workshops somewhere where more intimate interaction is possible- it was really distracting having to overhear other workshops
- find a space where we don't hear what's going on in the other workshops.

The Q&A should be longer as there were many questions that were waiting to be asked.

Notification of event could have been earlier to allow for more attendance especially at CKO level.

Quick wins were advertised as 'ten quick wins' replaced by 2 presentations which were OK but not 'quick wins'.

Also a colour code for delegates to be able to identify colleagues from the same region.

Ask those asking questions to say where they come from and their job title. Have the conference in London!!

Aim to finish a bit earlier.

Ask people beforehand if they need a special meal (apologies if you did ask).

Focus more on the tools and techniques and less on government departments

Ensure that the logistics around food/drinks work for the number of people attending!

Ensure that the presenters have better control of their slides (forward and backwards! – a small point I know.)

## 6. Additional comments

The content and structure of the day was really good. I guess there are only so many people out there you can ask to speak year on year though...

I would really try to avoid too many presentations (even though they are interesting) as most of the group I was in complained they had heard it before at last year's meeting and were quite grumpy about it. Speed consulting really worked but the Quick wins workshop suffered because the room was too noisy. (another workshop was taking place in the room)

I am concerned that momentum is properly supported and sustained by the NHS through providing EASY to access opportunities for sharing experiences and resources, asking questions and asking for help - e.g. through online communities and ideally more. The current fairly low level opportunity itself seems to be under threat and is certainly not being primed and allowed to flourish (that's my impression anyway). CKOs and others cannot be expected to survive and thrive in their (ever more important) roles on the strength of one day per year, however good the event is.

a well organised and valuable event

useful session thanks

Very useful day.

Thank you

a very worthwhile seminar/workshop

how many CKOs attended, as against deputies - how can we all engage collectively with them?

Venue was very nice!

Did not feel able to comment on the workshops, as I led one. I'll leave others to evaluate it!

Thanks for inviting me!

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