

Peer Coaches Network Meeting

27th Jan 2022

And we are **still** dealing with the COVID megamarathon!





Agenda

- How are you all?
- Role of the peer coach
- Future training needs
- Research Project
- Resources to facilitate staff meetings/training
- Peer coaching triads

Raise
awareness of
Quality
Conversations

Support QC
in action in
other team

Model QC
techniques

Be the QC
go-to in
your team

Role of the Peer coach

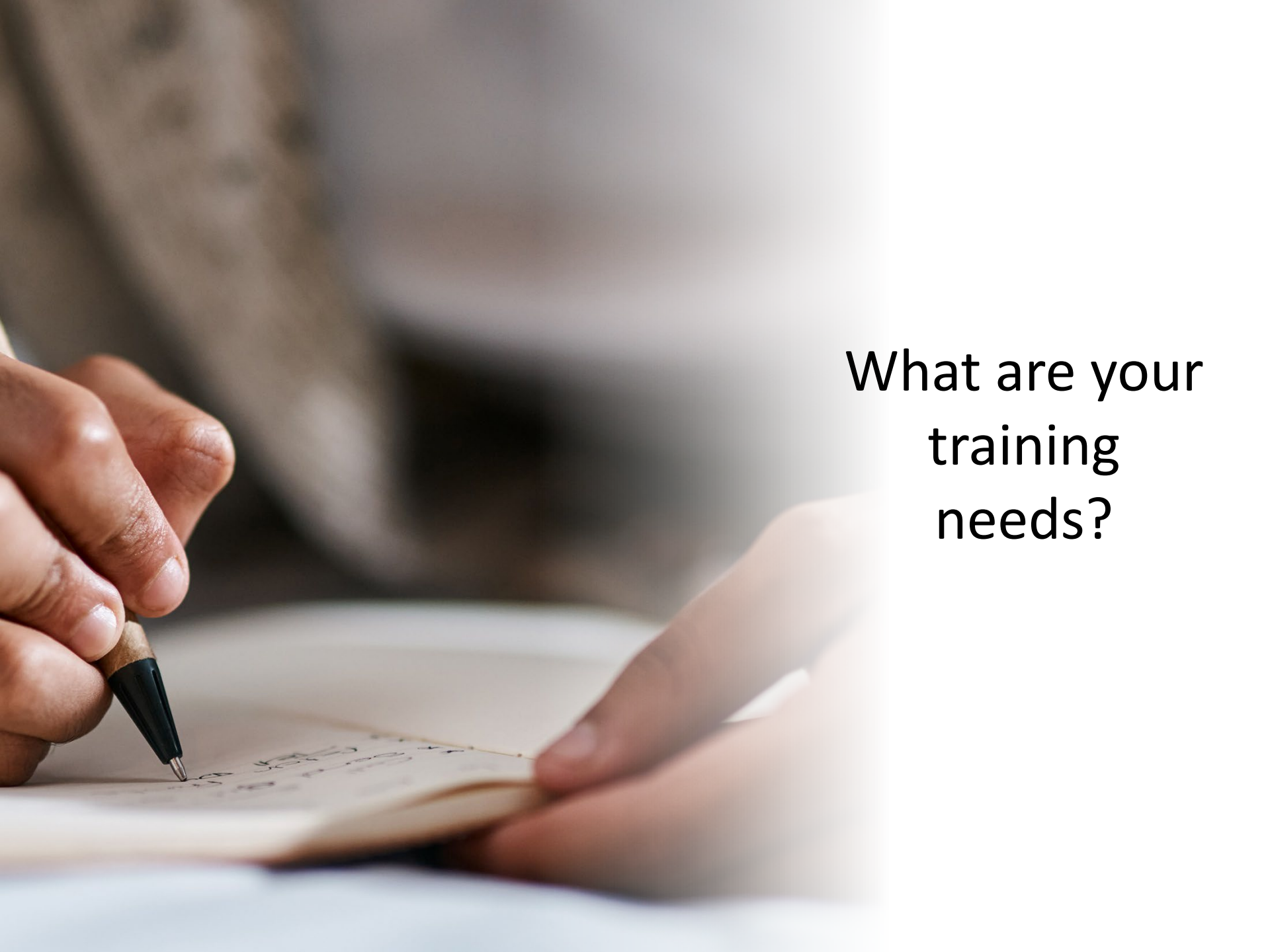
Support QC
in action in
your team

Buddy
newer
coaches

Lead
training or
facilitate
discussions

Support QC
approach in
team
meetings





What are your
training
needs?

Research Project:

Personalised Care Institute/Imperial College London

Feedback from patients on a *specific* consultation

- Ask patient to give feedback via personal link
- Feedback report provided once 12-16 patients data are collected to (HCP eyes only)
- HCP completes a reflection on the report (PCI eyes only)
- Submit 3 reports and receive 'Certificate of Engagement in Personalised Care'



Framework for supporting
behaviour change

Inequalities and their
impacts

New
Resources

Tip tips for healthy coaching
conversations

What makes us healthy

What matters to you?

Useful video links

- [Brené Brown on Empathy vs Sympathy –](#)
- [The Heart of Compassion - YouTube YouTubeJulian](#)
[Treasure: 5 ways to listen better | TED Talk](#)
- [The Big Bang Theory - Chess Clock Conversation –](#)
[YouTube](#)
- [The Big Bang Theory Active Listening - english sub –](#)
[YouTube](#)
- [Own Your Behaviours, Master Your Communication,](#)
[Determine Your Success | Louise Evans |](#)
[TEDxGenova - YouTube](#)