



Healthcare
Improvement
Scotland

Co-designing the Scottish Approach to Change Learning Community

31 March 2026

Leading quality health and care for Scotland





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Welcome

Clare Hammond, Head of Transformational Change – Systems

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Why are we here?

The purpose of today's session is to **co-design the Scottish Approach to Change Learning Community**

Co-design – a collaborative, participatory approach that involves people directly in the process to develop and design a service that meets their needs

Learning community – a group of people who share common goals, meeting regularly to collaborate, exchange knowledge, and support one another's growth

Starting with your involvement

What are you most looking forward to about being part of this learning community?

How we would like to work together



CONFIDENTIALITY

- Ideas are for sharing, personal sharing is for honouring



PRESENCE AND FOCUS

- Breakouts: keep your camera on if you can
- Focus: minimise distractions – avoid multitasking



EXCHANGE AND RESPECT

- Share and contribute respectfully
- One person speaks at a time
- Manage your airspace
- Seek to understand



TECHNOLOGY

- Tech not working? Tell us and we will help (his.satc@nhs.scot)
- Recording: presentations only (not breakouts)
- Questions: please use the Q&A function



ACTIVE PARTICIPATION

- Actively participate in discussions, we are keen to hear your views



EVENT MATERIALS

- We will share materials after the event and let you know when they are ready

What are we covering today?

- 13:00 Welcome
- 13:15 Overview of the Scottish Approach to Change
- 13:35 The principles of a learning system
- 13:45 Learning Community purpose and ethos
- 14:05 Learning Community activities
- 14:25 Feedback/closing remarks
- 14:30 Close



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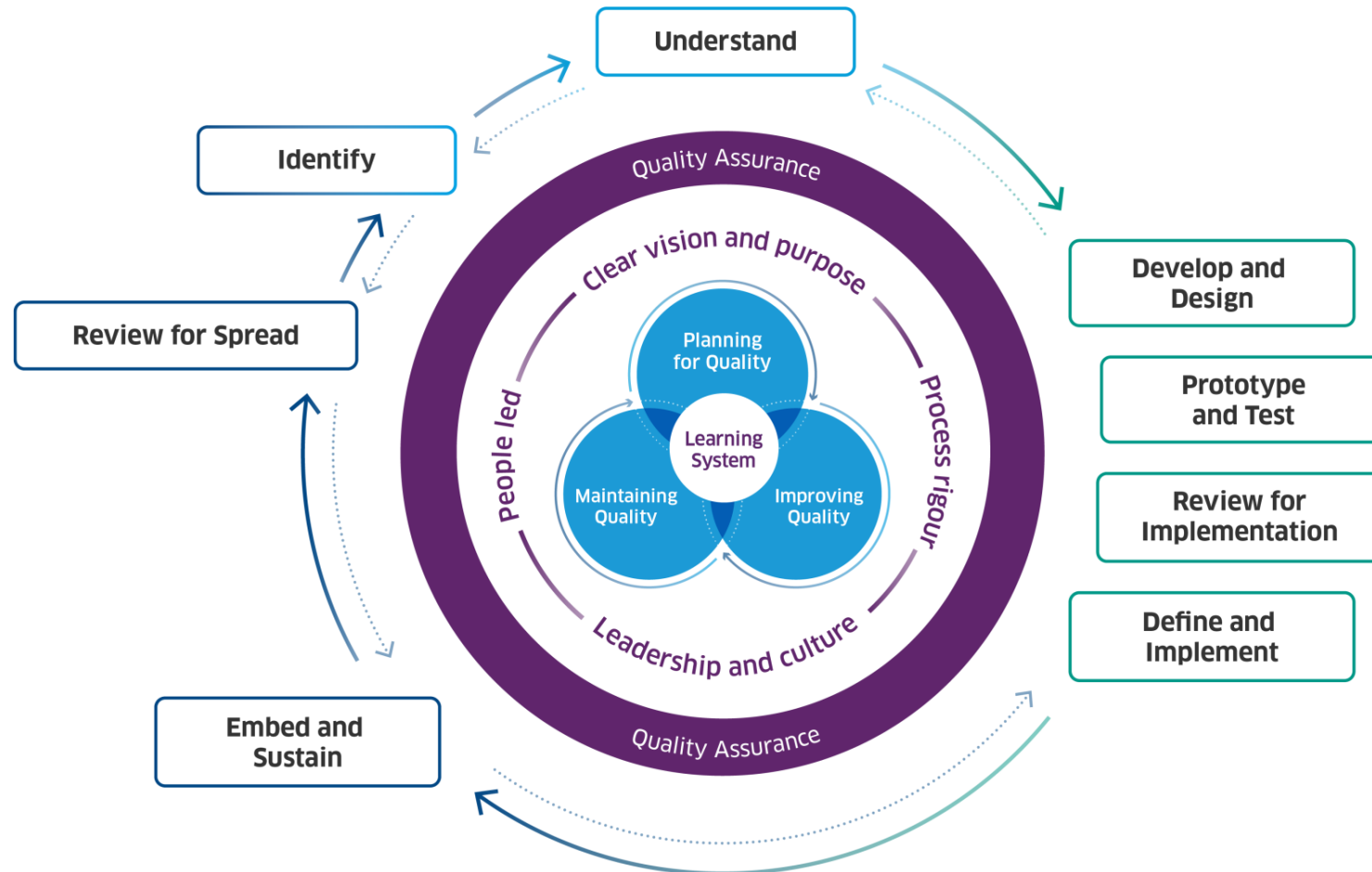
The Scottish Approach to Change

Diana Hekerem, Associate Director of Transformational Change

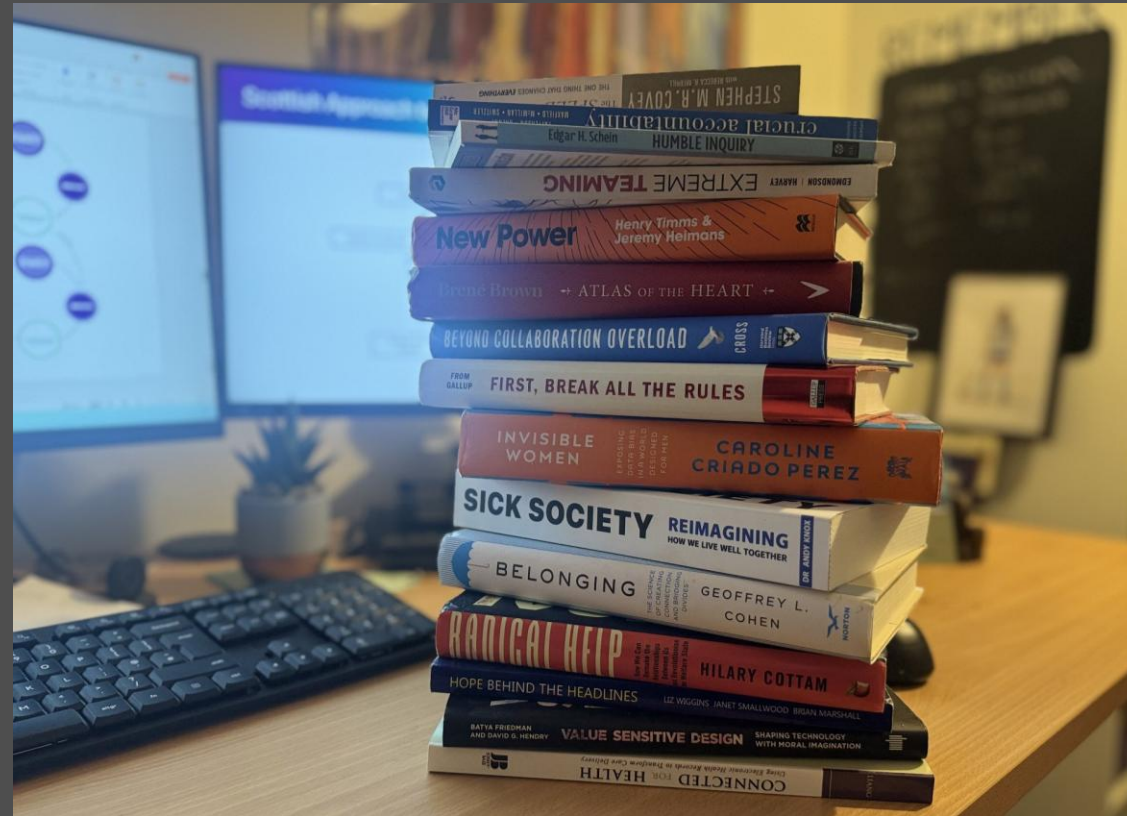
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A quick refresher









Breakout discussion

What are the biggest challenges you face when trying to make change happen in your area or organisation?

What support would help when you're working on improvement or change?

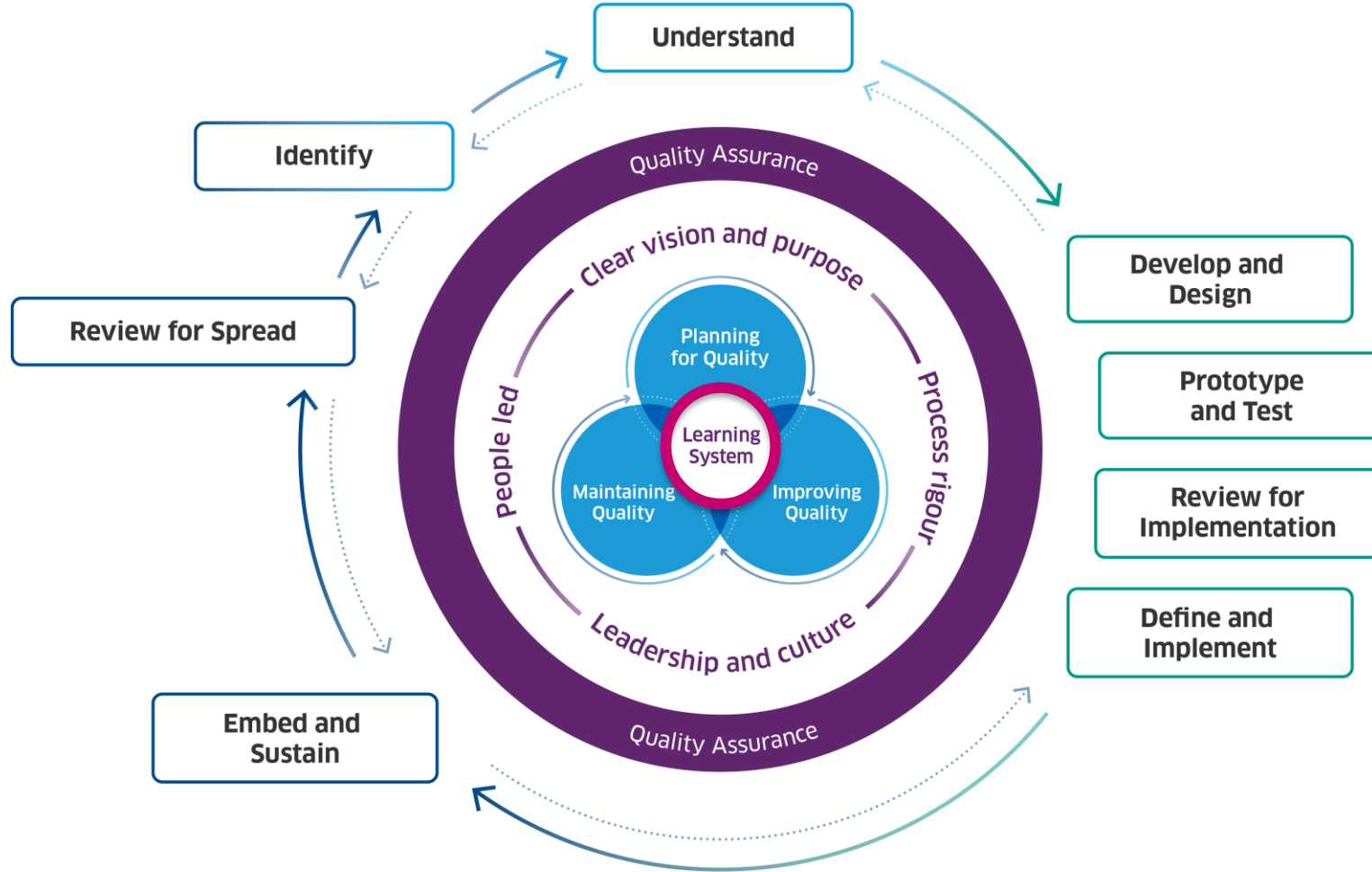


The principles of a learning system

Michael Canavan, Portfolio Lead for Quality Management Systems

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Learning System

A learning system enables a group of people to come together to share and learn about a particular topic, to build knowledge and accelerate improved outcomes.

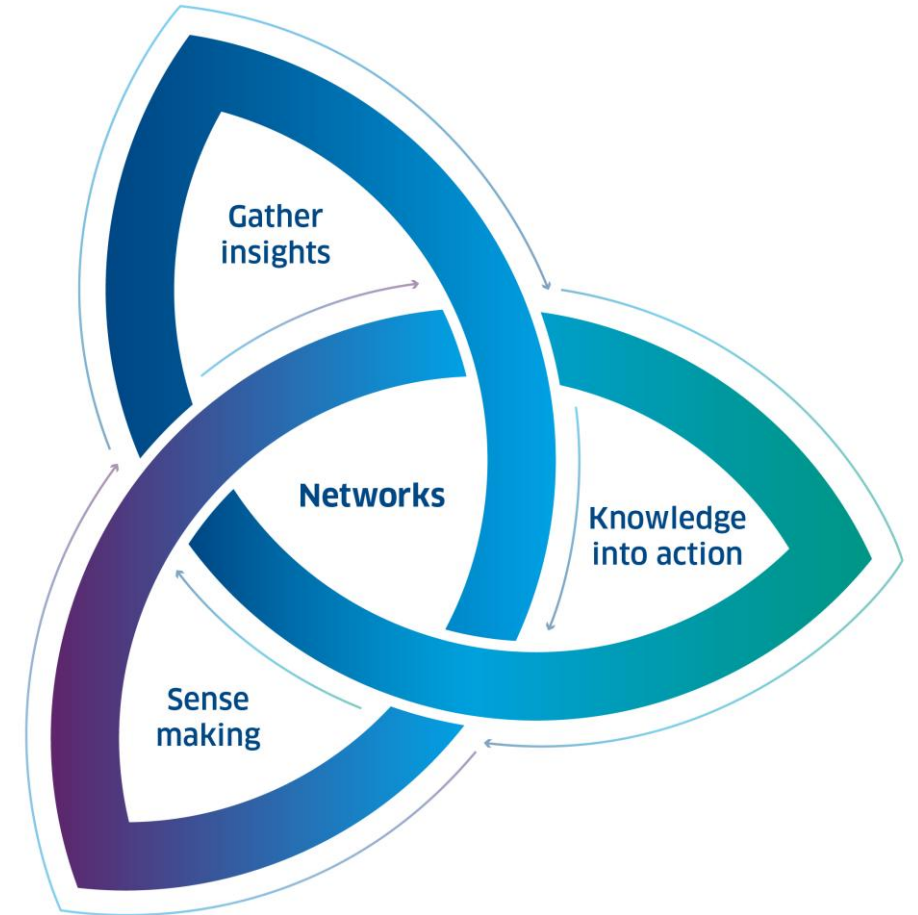


Supporting infrastructure

What is the learning system's purpose? ➤

Who needs to be involved and how? ➤

How will you make sure this reduces inequality? ➤



Evaluating

Supporting infrastructure

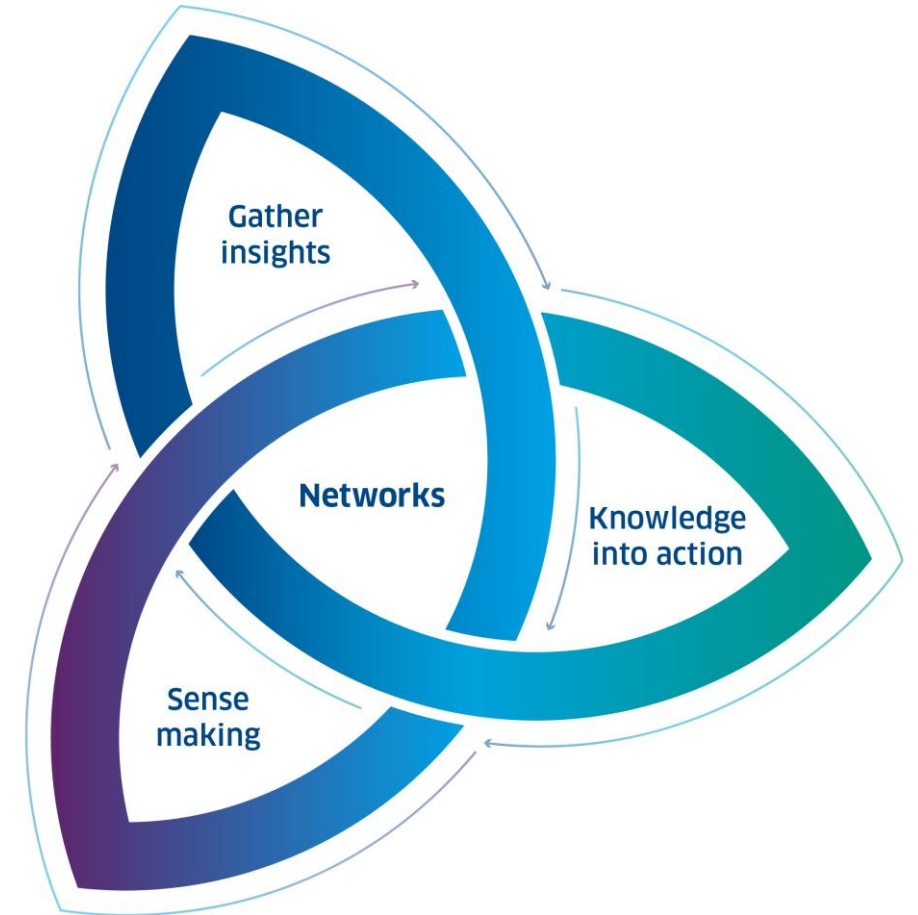
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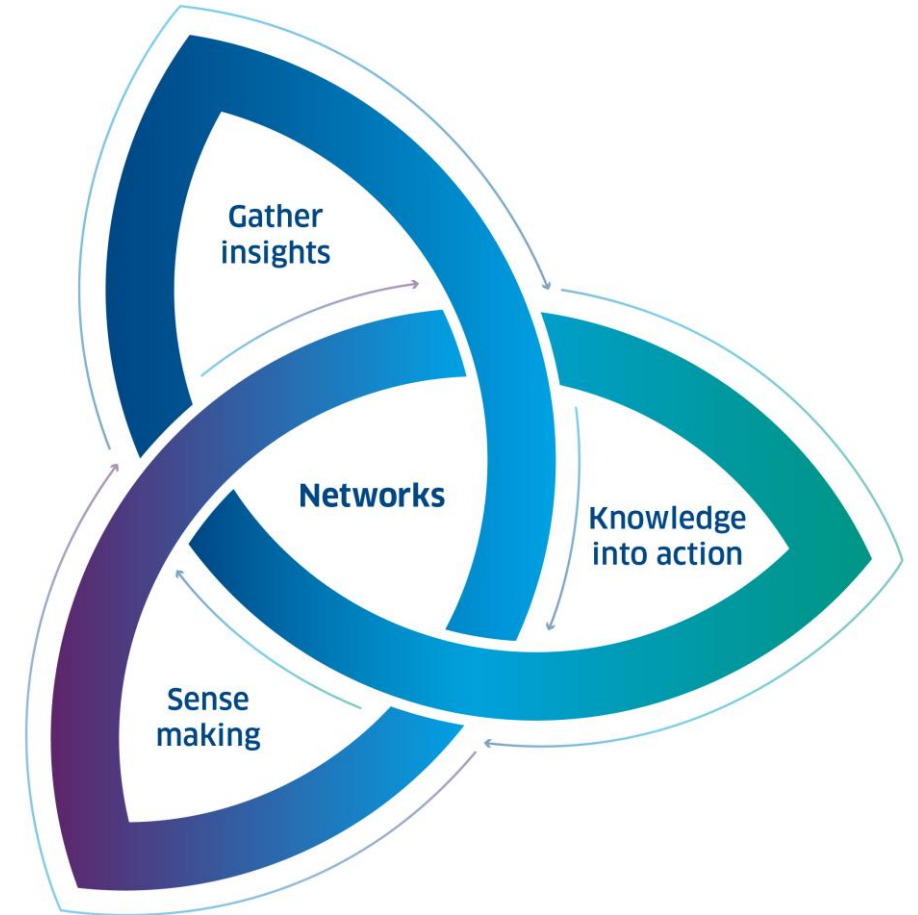
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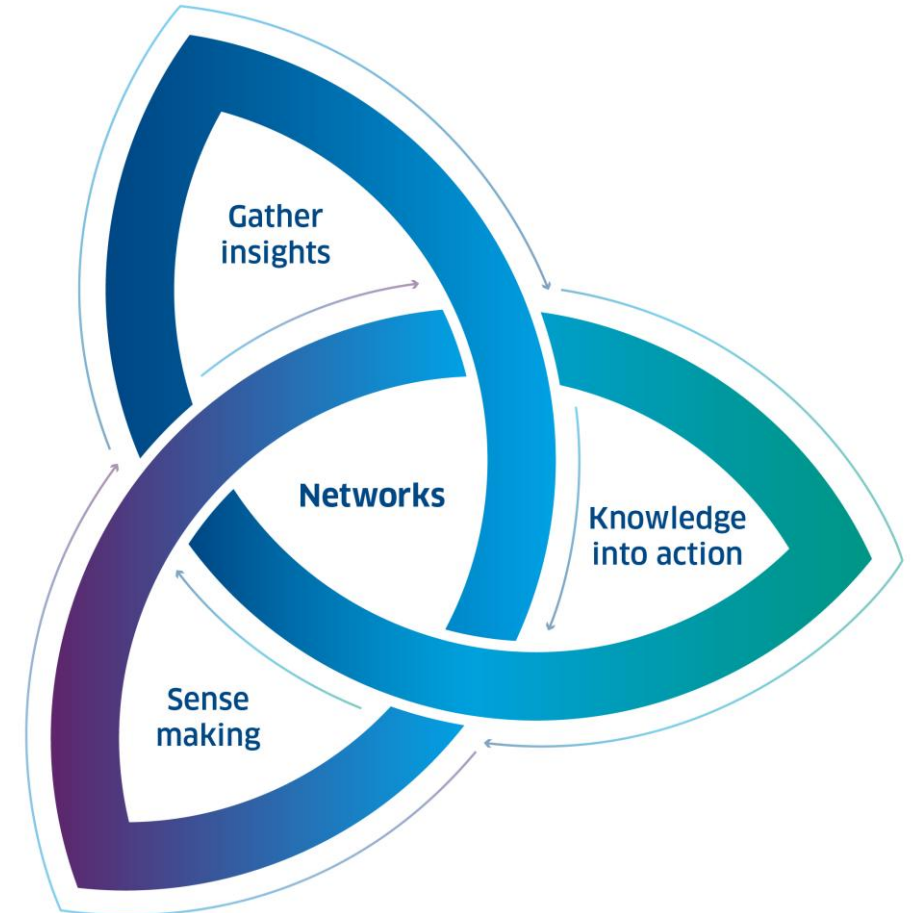
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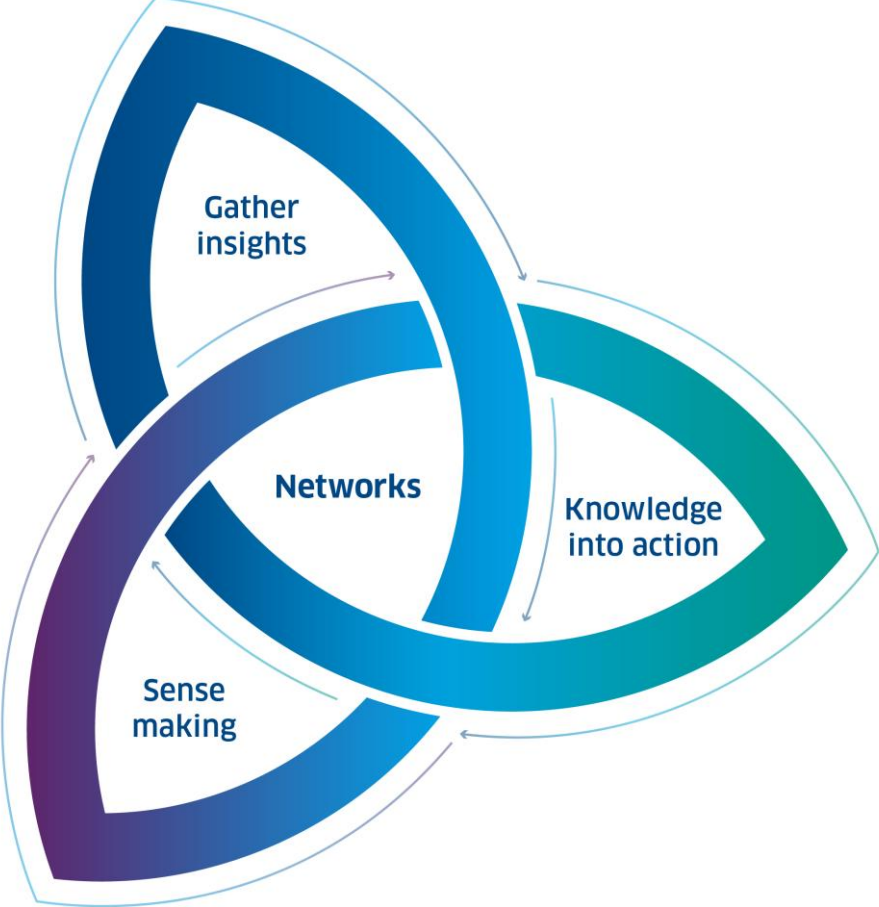
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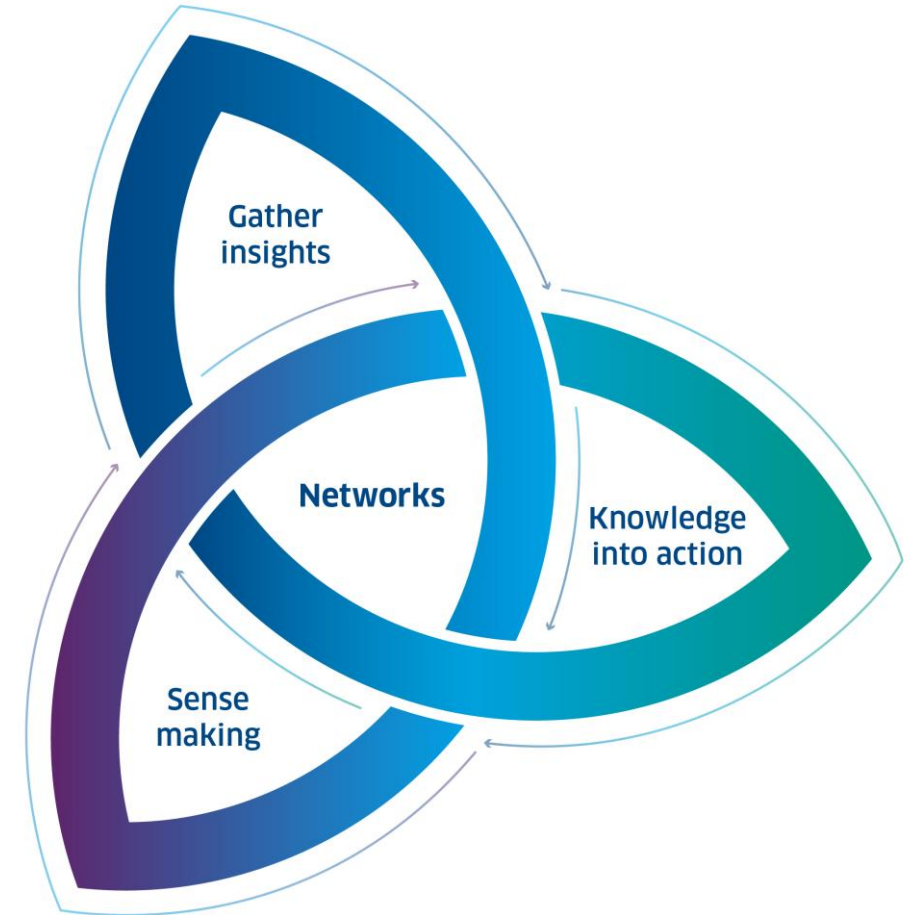


Supporting infrastructure

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Evaluating



Learning Community – our proposal

Dayna Askew, Senior Programme Manager

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Learning Community – proposed purpose

PROPOSED PURPOSE

Our learning community aims to support change across health and social care by:

- helping members build **knowledge, understanding, and confidence** when delivering change
- creating a safe space to **share** experiences of change, overcome challenges, and seek help from peers
- facilitating **connections** and enabling members to identify and connect with others working on similar issues
- supporting **collaboration** across different change disciplines
- embedding the **ethos** of the Scottish Approach to Change across health and social care

WHO IS IT FOR?

Anyone interested in **delivering effective change across the health and social care system**, including people working in health and care services, and third sector, independent and community organisations.

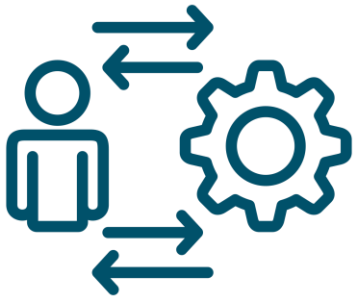
Learning Community – proposed ethos



Inclusive – we embrace multi-disciplinary working and mixed methods in change



Focused on learning – we are committed to learning from each other



Proactive – we all contribute to making the community a success



Inspirational – we inspire hope and support each other

Breakout discussion

Does this purpose and ethos resonate?

Are there any gaps, what would you add/amend?

What does active participation look like in practice for you?

Learning Community – proposed activities



**Events and
webinars**



**Case studies
and resources**



**Online
space**

Learning Community – proposed topics

STEPS OF CHANGE

- Planning for quality: identify and understand
- Improving quality: develop and design, prototype and test, and define and implement
- Maintaining quality: embed and sustain, and review for spread

ENABLERS OF CHANGE

- Clear vision and purpose
- Leadership and culture
- People led
- Process rigour
- Learning system

QUALITY MANAGEMENT

- Quality management in the Scottish Approach to Change

OTHER TOPICS

- Governance in change
- Working with staff in change
- Working in partnership across the statutory, third, and independent sectors

Thank you!

If you would like to contact the team, please email his.satc@nhs.scot