Advancing Organisational Change & Development Practice – Shortlisted Applicants

NHS Health Education England’s Corporate Portfolio Team

Full Name: Corporate Portfolio Team
Organisation: NHS Health Education England
About: Team Members:
Jo Stanford – Corporate Portfolio Manager
Joscelyn Shaw - Portfolio Reporting, Risk and Change Manager
Mike Gray - Portfolio Capability and Resourcing Manager
Anderson John - Portfolio Assurance Manager

The Team was tasked with supporting change projects and programmes that deliver transformations to improve patient care and health outcomes. They had to tackle a geographical spread of staff, opposing cultures and legacy loyalties, and differing skill levels and working practices.

They explored some innovative technologies to address the location, grade and status impediments of staff, avoiding technology that limits communication and engagement. By embracing QUBE, they were able to create a virtual office campus to support new frameworks and operational processes; and at the same time provide training, flexible methods, innovation hubs and peer networking events needed to enable real-time collaboration in developing solutions, cultures, behaviours and leadership. They have not only been able to open minds and change work behaviours, but also reduced travel and increased value-added tasks. They have also successfully created an environment that promotes diversity based on equality.

Their work is an example of how the selection and use of available technology can be used to create a culture of learning and progressive change.

“Changing the NHS approach is notoriously difficult, but the team have tested innovative ways of working that challenge traditional mindsets through perseverance (often against the tide) and have demonstrated the benefits. This in turn has helped bring colleagues and teams across the country to work together and adapt to new ways of working, using this virtual environment (QUBE), to collaborate, innovate and deliver at speed, ultimately leading to shared learning, greater consistency, and improved health outcomes for patients.” - David Farrelly, Director of Performance, NHS Health Education England