

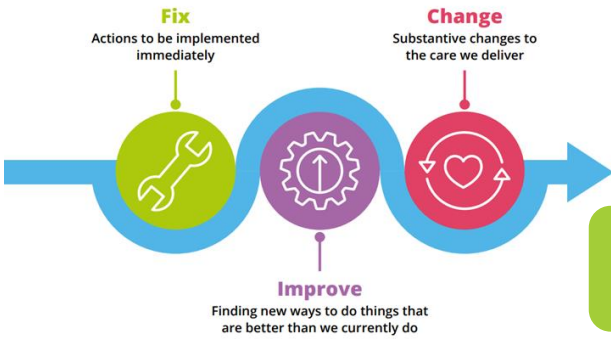
The Bedside Learning Coordinator Community of Practice

Capturing and acting on insights from the frontline

UCLPartners

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Once upon a time, at the Nightingale hospital in London, during the peak of the COVID-19 pandemic, the Bedside Learning Coordinator (BLC) role was created in response to a need to capture experience based insights from staff and patients in a systematic way.



Everyday, BLCs would capture staff and patient insights into what was and was not working, and rapidly feed these insights to leadership teams to review, agree how to respond and implement improvements.

“Because of you, things get done!”

One day, two NHS trusts recognised the potential impact this role could have on staff and patient wellbeing and started implementing it across their hospitals.

Because of that, they started seeing the positive impacts of introducing the role and recognised a need for a peer support network to share learning.

“More efficient processes equals happier staff, it’s a win-win!”



Because of that, UCLPartners launched a Community of Practice (CoP) to support hospitals across the NHS who were adopting the role, providing a space for members to share experiences and learn from each other.

Until finally, the CoP has grown from strength to strength and is now supporting 8 hospitals to implement the BLC role, and develop resources to promote wider uptake in health and care organisations.



Five virtual Community of Practice delivered



BLC role embedded for 12 months at two CoP trusts



Two blog posts and one article in BMJ Quality & Safety published



Poster presentations and workshops delivered at two conferences



Facilitated a workshop on the BLC role for the NHS Leadership Academy NE&Yorks



Shortlisted with Barts Health NHS Trust at the HSJ Partnership Awards 2022

