Listening into Action is the way we make changes and improvements at LPT. It is our way of empowering clinicians and staff to say what they think and come up with better ways to work that improve patient care or working life.

Gemma Ablewhite is the LiA Lead. She trained as a nurse and now helps clinicians and staff get involved in LiA and promotes all the great work that they do. You can contact Gemma on 07766 925196 or email gemma.ablewhite@leicspart.nhs.uk

We frequently hold Big Conversations across the Trust. Each one addresses a specific clinical topic or working issue. You’ll hear about these in the e-news, see posters or receive an invitation. Everyone is welcome and you’ll be able to have your say about the way things are and how they could be improved. Your views are incredibly important, and will be used when drawing up plans for change.

At Big Conversations, we write on the tablecloths. This is a great way of capturing all your thoughts – even the ones you don’t express out loud around the table. Every comment is recorded and used by the LiA team.

The LiA team then reviews all the feedback and ideas and creates an action plan. As an LiA team, they have permission to implement changes and have influential sponsors to help remove some of the barriers – so changes that you suggested can actually happen! There’s even special funding to help get small projects started. Teams have just 20 weeks to put their plans into action, and then they share their mission at a dedicated ‘Pass it On’ event for clinicians and staff.

It’s easy to become an LiA Team and anyone can do it. If you think there is something that could be improved and your colleagues agree, you can share your thoughts with the LiA lead, Gemma Ablewhite, who will help you hold your own Big Conversation.