

# Summary



## 1). Identify your unmet need:

Determine the problem that needs to be solved. Work closely with staff to understand their needs and their service users' needs.



## 2). Establish baselines early:

Outline and measure the most relevant metrics that will tell you whether your desired outcomes have been achieved.



## 3). Involve all relevant stakeholders:

Get people involved as early as possible to secure their buy-in and promote collaborative working.



## 4). Find a collaborative provider:

Work with a supplier who will target the solution to your specific needs and the idiosyncrasies of your service.



## 5). Consider local partnerships:

If you share pain points with other organisations such as your local CCG, there may be opportunities to work together.



## 6). Ensure your service is ready:

You will need a project sponsor, operational manager, innovation champions, and delivery staff.



## 7). Prepare each individual site:

Ensure all staff are ready to adopt the innovation and willing to adapt their way of working to make the most of it.



## 8). Promote the solution to your teams:

It's key to keep the solution front of mind for frontline staff who will be using it and referring service users.



## 9). Focus on early referrals:

There can be no chance of building a successful project if people aren't using the solution.



## 10). Take all the help you can get:

Leverage any existing initiatives within your organisation that might help you progress your project.



## 11). Celebrate qualitative successes:

Stories of the real difference that has been made to people's lives are extremely powerful.



## 12). Evaluate based on your specific objectives:

This will enable you to demonstrate that meaningful value has been delivered.

“ I think the sky really is the limit as long as people want to continue innovating. ”

- Fadzai Tande