

Paul Arbuckle, Service Improvement Lead

Career Overview

My current role as Service Improvement Lead is to coordinate, direct and manage service redesign and quality improvement programmes across services within NHS Tayside. I coach and motivate multidisciplinary teams to influence and change behaviours in order to improve the quality of care we provide in Tayside. I also lead and manage a team of improvement professionals.

My professional career began with eight years in the private sector in a clinical research environment, before entering the NHS as a Database Manager with Information Services Division. My introduction to the world of improvement was with The Scottish Government's Health Delivery Directorate, where I spent four years in national improvement roles.

I am lean practitioner trained and have an extensive knowledge of a wide range of change and leadership models. I am practitioner trained in programme management methodology. I am experienced in supporting improvement in both hospital and community settings. I am a founding member of the Q Initiative, a UK-wide Health Foundation funded improvement network. I am an enthusiastic proponent of system thinking and in particular the value of theory, method and data in improvement work.

I am a firm believer in the power of giving the people who plan, deliver and use our services the time to think, and the tools and means to reflect and make sense of their systems in a way which leads them to intervene meaningfully for improved outcomes and experience.

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