In this episode, Rachel is joined by Ben Gowland, Director of Ockham Healthcare and host of The General Practice Podcast.

We chat about why changes work or fail - it’s often dependent how we do the change rather than what we are trying to change, so how we make changes is a really important part of how we run our practices.

We talk about the best approach to change and discuss how John Kotter’s book suggests starting with a focus on the problem, helping colleagues to see the reason that the change is needed and creating a sense of urgency. We discuss why GPs can so often neglect to see the need for change and talk about how to create a common narrative around what needs to change.

### Podcast links

The General Practice Podcast

https://ockham.healthcare

Follow Ben on twitter @BenXGowland

Our Iceberg is melting – John Kotter


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Follow Rachel on twitter [@DrRachelMorris](https://twitter.com/DrRachelMorris) or [LinkedIn](https://www.linkedin.com) and find out more about her online and face to face courses for doctors on surviving and thriving at work at [www.shapesfordoctors.com](http://www.shapesfordoctors.com) or for other organisations at [www.wildmonday.co.uk](http://www.wildmonday.co.uk)

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Is there anything you can use from this podcasts that will help you to help others?

What are you going to do now?

How will you know if this has made a difference?

CPD time claimed:

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