Patients, carers and frontline professionals have excellent ideas to transform the care environment, but they seldom get put into practice. PROMOTE provides a simple framework that will make ideas blossom into successful innovation. Within PROMISE we listed over 200+ pieces of small changes which had a positive impact. The single day training module has been designed with practical examples which show how to challenge the status quo and helps staff grasp that innovation is everyone’s business. In a busy environment saving head space to look beyond the urgent is not easy. The training focuses on the subtle shifts in thinking creating openness to guided reflection, enabling a new mindset of ‘the patient is not in the way, the patient is the way.’ Contemporary change theory has been combined with practical solutions from PROMISE to pave the way for the patient to be the guide, so that novel solutions can be coproduced.