



HEALTHCARE
PARTNERSHIP
NETWORK

Conference Guide

12th & 13th March
Oulton Hall, Leeds

[Click here to register](#)

Introducing
our Event
Chairman:



Jonathan Lofthouse
Director of Improvement

Aintree University Hospital NHS
NHS Foundation Trust



KEY
NOTE

David
Loughton
CBE

Chief Executive

The Royal Wolverhampton
NHS Trust



James
Devine

Chief Executive

Medway
NHS Foundation Trust



Phil
Richardson

Chief Systems
Integrations Officer

Dorset
Clinical Commissioning Group



Richard
Corbridge

CDIO

The Leeds Teaching Hospitals
NHS Trust



Rowan
Procter

Executive Chief Nurse

West Suffolk
NHS Foundation Trust



David
Walliker

CIO

The Royal Liverpool and
Broadgreen University Hospitals
NHS Trust



Eileen
Jessop

CIO

The Christie
NHS Foundation Trust



Darren
Curry

Chief Digital Officer

Business Services Authority



Mark
Docherty

Executive Director of
Nursing & Quality

West Midlands
Ambulance Service
NHS Foundation Trust



Toby
Avery

CIO

Surrey and Borders
Partnership
NHS Foundation Trust



Doug
Stewart

CCIO

Surrey and Borders
Partnership
NHS Foundation Trust



Nicola
Haywood-
Alexander

CDIO

Sheffield Health and Social Care
NHS Foundation Trust



Taz
Aldawoud

Digital Clinical Champion

England



Jack
Tabner

Associate Director
of Transformation

Medway
NHS Foundation Trust



Cliff
Hughes

Quality Care Adviser

Medway
NHS Foundation Trust



Vanessa
Atkinson

Programme Head
for Business Change

The Leeds Teaching Hospitals
NHS Trust

Key Topics

The perpetual drive to improve and innovate continues to present NHS organisations with complex and often competing challenges, both locally and at system level. This third Healthcare Partnership event provides senior organisational leaders with a safe space to share change experiences and emerging opportunities to innovate.

By the end of the event, attendees will have:-

- Had opportunity to directly consider the learning from a number of major clinical and operational service innovations and how technology has contributed to sustained success
- Discussed both in plenary and local conversation format the impact of the changing digital landscape within healthcare
- Taken shared learning and reflection from the experiences of several NHS senior leaders
- Developed a broader understanding or collaborative alliance with colleagues from around the country undertaking major change schemes
- Developed stronger professional networks or reinvigorated friendships with likeminded change agents
- Developed a broader appreciation of system change architecture

DAY ONE

07:45 - 08:35 Registration



08:35 - 08:40 Chairman's opening remarks



Jonathan Lofthouse - Director of Improvement

Aintree University Hospital **NHS**
NHS Foundation Trust

08:40 - 09:05 Dorset ICS – the Integration Playbook

We will cover what sits behind the scenes of Dorset's journey to become a successful Integrated Care System. We will share the experiences across the clinical, digital, governance, scrutiny and collaboration space; the agony and ecstasy that keeps us going, and leave you with a practical playbook of ideas that we have tried.

Our Dorset story will dip in to the simple things we over complicated, the quick wins that took too long to do and the breakthrough moments that keep us believing we can make this work.

Phil Richardson - Chief Systems Integrations Officer

NHS
Dorset
Clinical Commissioning Group

09:05 - 09:30 Clinical and Mortality improvements through digitised patient pathways

David Walliker, CIO of Royal Liverpool and Broadgreen University Hospitals NHS Trust will discuss how the GDE site have seen a massive reduction in Sepsis Mortality and Cardiac Arrests following the removal of paper records; digitising the process. David will talk through the key lessons learned and the results seen so far.

David Walliker - CIO

The Royal Liverpool and **NHS**
Broadgreen University Hospitals
NHS Trust



Jonathan
Lofthouse



Phil
Richardson



David
Walliker



Erik Van Hoeymissen

09:30 - 10:00 Creating time to care

By accelerating innovation in artificial intelligence (AI) powered conversational solutions, M*Modal is changing the paradigm on patient-physician interactions and clinical workflows. From struggling to get data in the EPR and spending nearly half their time on administrative tasks, physicians can now use an AI-based virtual assistant that can capture clinical documentation from conversational speech between the doctor and patient. M*Modal takes its market-leading Computer-Assisted Physician Documentation (CAPD) technology that nudges physicians at the point of care towards better care and best practices to the next level with its virtual provider assistant. Leveraging next-generation AI, the virtual assistant understands the intent and context of the clinician's words for hands-free EPR documentation and conversational order entry. This enables it to also proactively fill gaps, provide in-workflow clinical decision support, and improve care quality. Please join us to learn how clients use our solutions for improving outcomes and creating time to care.

Erik Van Hoeymissen - General Manager EMEA



10:00 - 10:45 Dragons' Den - Speed Presentations



During this session, each commercial provider will deliver a short pitch about their own product or service and how they believe it can ease the burden of healthcare system or service challenge.

10:45 - 12:00 Coffee Break & Business Meetings



Eileen Jessop

12:00 - 12:20 How to be an awesome Digital Service in an Outstanding NHS Organisation

From building a reactive and proactive service to supporting a paperless... going to entirely digital organisation. To collaborative design for developing a great user experience while being experts at the table in digital technology to deep understanding of the data and how it can make an organisation both effective operationally and improve outcomes.

Eileen Jessop - CIO



12:20 - 12:40 Provider

12:40 - 13:00 Provider Main Room / Breakout 1 / Breakout 2

13:00 - 14:00 Networking Lunch





James Devine



Jack Tabner



Cliff Hughes



Toby Avery



Doug Stewart



Jonathan Lofthouse



Phil Downey



14:00 - 14:30 Better, Best, Brilliant – the Medway NHS Foundation Trust transformation programme

Medway is changing.

This is a summary overview and the lessons learned from the Better, Best, Brilliant transformation programme at Medway NHS Foundation Trust.

The presentation will include reflections on the Trust's ambitious approach to improvement: addressing financial uncertainty and widespread inefficiency; grasping the nettle of the Trust's clinical and quality strategy; improving operational performance by getting back to basics; and tackling some long-standing cultural issues and capability gaps.

James Devine - Chief Executive

Jack Tabner - Associate Director of Transformation

Cliff Hughes - Quality Care Adviser



14:30 - 14:50 Provider Main Room / Breakout 1 / Breakout 2

14:50 - 15:30 Developing a Digital culture!

In the last 10 years our lives have changed amazingly as we have come to depend on the gadget in our pocket called a smartphone! Our banking, shopping and relationships have all been transformed by Digital but healthcare has largely lagged behind.

As we try and catch up with other industries and deliver real and impactful changes to health outcomes through Digital we realise it is not really about the technology but about people and culture.

In this session we will explore Surrey and Borders Partnership NHS FT's journey towards developing a Digital culture.

Toby Avery - CIO

Doug Stewart - CCIO



15:30 - 16:45 Coffee Break & Business Meetings

16:45 - 17:05 Working in technological partnership with InTouch with Health and DrDoctor to bring about long term benefits within the Outpatient Arena

The team's presentation will reflect the recognised long terms challenges faced by the Merseyside health economy.

How the Trust was able to rapidly agree a costed business improvement proposition for transformation and deliver rapid passed sustainable change within 6 months.

Jonathan Lofthouse - Director of Improvement

Phil Downey - Divisional Director of Operations



17:05 - 17:25 Provider



17:25 - 18:05 Closing Keynote Address



David Loughton CBE, Chief Executive of The Royal Wolverhampton NHS Trust sets out his organisation's journey from a traditional acute care provider to one which provides integrated primary, secondary and community services. The presentation describes the elements needed for integration, from the necessity of innovation, leadership stability and the use of live data and analytics to redesign services around the patient. The presentation has received wide acclaim nationally for its ability demonstrate the "lived in" experience of integration.

David Loughton CBE - Chief Executive



18:05 - 19:45 Hotel Check In / Free Time

19:45 - 20:00 Drinks Reception



20:00 - 22:00 Networking Dinner



DAY TWO



Jonathan
Lofthouse

08:50 - 09:00 Chairman reopening event

Jonathan Lofthouse - Director of Improvement

Aintree University Hospital 
NHS Foundation Trust



Darren
Curry

09:00 - 09:20 NHS Business Service Authority – Supporting Users to Access Services

The NHS Business Services Authority (NHS BSA) provide a diverse portfolio of services on behalf of the Department of Health and Social Care.

Included in this portfolio is the operation of a 450 seat contact centre dealing with over 20 call streams and 4.5 million contacts per year.

The NHS BSA have recently leveraged the use of Artificial Intelligence to reduce call volumes with an aim to enabling call agents to support those users who require more support. Hear about how the NHS BSA implemented this and the results.

Darren Curry - Chief Digital Officer


Business Services Authority



Taz
Aldawoud

09:20 - 09:40 Supporting Patient centred care through Digital Technology in Primary care

This session will look at how you as a clinician and your patients can benefit from the digital technologies. These include online consultations, online services, and patient information resources such as NHS.UK. Focusing on the clinical benefits and processes which can be derived from the implementation and use of existing and emerging technologies in general practice for GPs, practice nurses, practice staff and patients.

Taz Aldawoud - Digital Clinical Champion, Operations and Information Directorate



09:40 - 10:00 Provider Main Room / Breakout I

10:00 - 11:00 Coffee Break and Business Meetings



11:00 - 11:20 Change² - Ready, Connect and Be

Digital transformation means that everything will be connected and intelligent. Change is now transcending. It is fast, exponential and disruption is the norm. Much of what we see as new and transformational is actually 50 years old.

In a world of datafication, automation, coalification, robotisation, anything we can't digitise will be value - emotions, ethics, creativity, imagination and initiation.

Are we in Healthcare ready?

Nicola Haywood-Alexander - CDIO

Sheffield Health and Social Care 
NHS Foundation Trust

11:20 - 11:40 Provider



Richard Corbridge



Vanessa Atkinson

11:40 - 12:10 The Digital Way - What does the healthcare workforce of 2019 need to be ready for?

Leeds Teaching Hospitals Trust has worked to engage the workforce in the delivery of its Electronic Health Record, in a recent survey by KLAS the EHR received a 49% Net Experience score from across the 18,000 staff throughout the trust, a remarkable achievement for an EHR designed, built and tested within the organisation. Leeds has created a blueprint of how staff have been engaged in the delivery of the EHR, how staff have been involved in its delivery and how a focus on business change has created the right environment for Leeds to strive to become a digital hospital by December 2019.

Richard Corbridge CDIO at Leeds and Vanessa Atkinson Programme Head for Business Change and the Digital Hospital Delivery programme will share the stories of digital Leeds, the mistakes to learn from and the success to copy.

Richard Corbridge - CDIO

The Leeds Teaching Hospitals 
NHS Trust

Vanessa Atkinson - Programme Head for Business Change

12:10 - 12:50 What makes an NHS organisation CQC Outstanding

The discussion will be around ;

1. What actually happens on an inspection
2. PIR preparedness
3. What does outstanding look like
4. Top tips



Rowan Procter



Mark Docherty

Rowan Procter - Executive Chief Nurse

West Suffolk 
NHS Foundation Trust

Mark Docherty - Executive Director of Nursing & Quality

 West Midlands
Ambulance Service
NHS Foundation Trust



Eileen Jessop

Eileen Jessop - CIO

 **NHS**
The Christie
NHS Foundation Trust



Jonathan Lofthouse

12:50 - 13:00 Chairman's Closing Remarks



Jonathan Lofthouse - Director of Improvement

Aintree University Hospital 
NHS Foundation Trust

13:00 - 14:00 Lunch (Optional)

