Introducing our Event Chairman:

Jonathan Lofthouse
Director of Improvement

Aintree University Hospital
NHS Foundation Trust
08:45 - 09:10 Our journey to outstanding

Michael Wilson CBE, Chief Executive of Surrey and Sussex Healthcare NHS Trust, will delivering our opening keynote, with a discussion centring on the Trust's road to CQC Outstanding.

Michael will discuss the Trust’s transformation through the better use of its workforce, technology and how it has become financially stable.

Michael will give an insight into his leadership style and major career successes, as well as an overview of the Trust’s journey from 2010 when he joined, to becoming one of the best acute sites in the country.

Michael Wilson CBE - Chief Executive

09:10 - 09:35 Headline Sponsor

09:35 - 10:00 Reducing unwarranted variation in clinical care – A Good plan, Clinical Leadership and Digital Innovation

As Health Systems deal with financial restraint, an aging population and an increasing burden of long-term conditions, can a systematic approach to reducing unwarranted variation be part of the solution?

At the Royal Free Group we have learnt from Inter Mountain Healthcare in Utah, partnered with the IHI to develop capacity for Quality Improvement, and empowered Clinical Leaders to deliver. The approach, some of the successes, and the key enablers - Partnerships, digital innovation, Clinical Leadership and Patient Involvement will be outlined.

Chris Streather - Chief Medical Officer

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 NHS system or service challenges.

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

12:00 - 12:20 Controlling the adoption of ‘approved’ apps for clinical collaboration – why bother?

As we expand our range of IT-based systems from the traditional systems of record such as enterprise PAS/EPRs to include the more modern ‘systems of engagement’ such as special-purpose apps targeted at new communities of users we discover that the traditional methods of carefully-planned roll-outs, cut-overs and measures of adoption don’t really cut it any more, in fact they can be a positive liability.

So how can we capitalize on the ‘organic’ nature of these apps to achieve rapid adoption by the clinical workforce and a positive impact on patient care?

Steve Gray - CIO
The role of health in creating economic growth for wellbeing

The NHS and local authorities working together are a powerful force to deliver better care in local communities.

They can also play a key role as part of supporting economic growth and development. Phil will share the journey in Dorset achieved so far as it aims to move from below the national average for GVA to become a thriving productive community.

He will share the ‘golden network’ that has emerged from the work and how other systems can create the connection between a healthy economy and a healthy community.

Phil Richardson - Chief Systems Integration Officer & Lead Director

Benchmarking: delivering actionable insight to effect change and create efficiency

In this session David Hale, Assistant Director of Informatics: Business Intelligence and IM&T of North Bristol NHS Trust will discuss how the organisation has partnered with CHKS to help with the trusts transformation journey.

David will discuss some of the results seen so far, what the vision looks like going forward along with the overarching direction of service improvement within the organisation and how technology is fundamental to its development.

David Hale - Assistant Director of Informatics: Business Intelligence, IM&T

Financial Management in an evolving Integrated Care System

Paul Brown is the Chief Financial Officer for 8 CCGs in North West London. The 8 CCGs operate as part of the North West London Partnership STP, one of the systems approved nationally to develop as an ICS. This system is the largest in the country, responsible for the care for over 2 million people, and comprises some of the largest and most complex healthcare providers.

Paul will talk about the journey that North West London has been on and the opportunities and challenges of financial management in an ICS. He will explore the factors that led to financial and clinical transformation and improvement, and the obstacles that the system has faced along the way. He will outline how the system is responding to the significant financial challenges that it faces as it prepares to become an ICS in April 2020.

Paul Brown - Chief Finance Officer
16:45 - 17:10  Leadership – lessons from experience

In this session Paula Head, Chief Executive of University Hospital Southampton NHS Foundation Trust will talk about what it is like to be a new leader and how to shape and adapt to the similarities and differences in organisations and their cultures.

Paula will talk through her experiences, challenges and successes from her first to third (current) Chief Executive role.

Paula Head - Chief Executive

17:15 - 17:35  Provider Presentation  Main Room/Breakout 1/Breakout 2

17:40 - 18:00  Provider Presentation

18:00 - 18:30  Closing Keynote

Sir Thomas Hughes-Hallett is the Chairman of the Chelsea & Westminster NHS Foundation Trust and Founder and Chair of Helpforce - a UK not for profit transforming volunteering in healthcare across the UK.

Sir Thomas will discuss the journey of Helpforce since it’s conception in late 2016 and will also discuss the challenges in healthcare he faced in his role at the Chelsea & Westminster and his experience of running Marie Curie for 12 years that led him to start up the charity and his vision of a social movement.

Sir Thomas Hughes-Hallet - Chairman

18:30 - 20:00  Hotel Check In / Free Time

20:00 - 22:00  Drinks Reception & Networking Dinner
DAY TWO

08:45 - 08:50 Chairman re-opening event

Jonathan Lofthouse - Director of Improvement

08:50 - 09:20 My vision for improvement across the NHS in England

Hugh McCaughey, National Director of Improvement for NHSE & NHSI will discuss his vision in how improvement can help build a better, more sustainable NHS for all its patients and workforce.

Hugh McCaughey - National Director of Improvement

09:20 - 10:00 Women Leading Innovation

In this panel session we hear from three CIOs, Sonia Patel who is the joint CIO from London North West University Healthcare NHS Trust and The Hillingdon Hospitals NHS Foundation Trust, Phillipa Winter, CIO from Bolton NHS Foundation Trust, and Lisa Emery, CIO from The Royal Marsden NHS Foundation Trust, they will explore their leadership styles, major wins and successes, and some of the difficulties and challenges faced in their careers.

They will also talk about their journey to becoming a CIO in a male dominated industry.

Sonia Patel - CIO
Phillipa Winter - CIO
Lisa Emery - CIO

10:00 - 10:20 Provider presentation

10:25 - 10:45 Using predictive analytics to drive change in community mental health teams

Transformation in community mental health teams can be challenging. Caseloads are rising, complexity is increasing and resources are stretched. There is a huge potential for this to have a negative impact on the quality and safety of care as well as staff well-being. Global Digital Exemplar, Mersey Care NHS Foundation Trust have introduced MaST (Management and Supervision Tool), a simple dashboard, underpinned by predictive analytics which uses risk of crisis and complexity profiling across caseloads to support decision making and allocation of resources in response to the needs of populations and cohorts of individuals.

Adam Drage, GDE Clinical Business Change Manager will describe how MaST has enabled front line staff, managers and clinicians to respond to risk of crisis, identify issues and potential blocks in patient flow through mental health services. He will share lessons learned about staff engagement and how intelligent use of data and insights has resulted in improved, safer decision making, more balanced caseloads and a culture of accountability in the delivery of quality care for the people using community mental health services.

Adam Drage - GDE Clinical Business Change Manager
11:45 - 12:15  
**Expanding Patient and Clinician accessible technology in partnership with InTouch With Health with the introduction of Algorithmic Digitized Preoperative Assessment.**

Working in partnership with InTouch With Health, Aintree University Hospitals introduced an Algorithmic Digitized Preoperative Assessment tool throughout its entire preoperative assessment service.

The presentation will reflect experiences born from this transformation initiative, the marked increase in quality of assessment, the enhanced productivity throughout the redesigned service and the aligned benefits throughout other areas of the Elective Care pathway.

The presentation will also contain an explanation of the financial benefits case and return on initial investment.

**David Jones - Associate Director of Transformation**

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12:15 - 12:35  
**Transforming Culture through Engagement and Leadership Development**

Yorkshire Ambulance Service had some of the lowest Staff Survey scores in the sector on Engagement and Line Management.

In this session Claus Madsen will present the journey that started in late 2016 with a refresh of YAS’s Purpose and Vision and development of a new set of Values and a behavioural framework – “Living our Values” – engaging 14.4% of staff face-to-face.

Learn about YAS’s new ways of engaging staff and the development of a bespoke leadership development programme for all people leaders as a catalyst for embedding the values, implementing strategic priorities and changing the (leadership) culture of the organisation.

**Claus Madsen - Associate Director of Education & Organisational Development**

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12:35 - 12:55  
**Secure messaging – what happens when digital and clinical teams collaborate for better outcomes**

Adrian Byrne, Chief Information Officer of University Hospitals Southampton NHS Foundation Trust will discuss how the Global Digital Exemplar site are working in collaboration with MedXNote and Microsoft Teams to deliver transformational secure communication across the site for its clinical staff. Adrian will give insight into the journey so far; the time savings made, the expected results going forward and how the project plays an important role in the trusts overarching transformational journey.

Adrian will conclude the session with a Q&A.

**Adrian Byrne, Chief Information Officer**

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13:20 - 14:20  
**Lunch**