HEALTHCARE STRATEGY FORUM

Empower - Automate - Innovate

Carden Park, Cheshire 13th & 14th October 2015

SPEAKERS

John Pelly
Chief Executive
Moorfields Eye Hospital NHS Foundation Trust
Moorfields Eye Hospital *NHS*

Alf Turner
Director of Organisation, Information and Transformation
Royal Surrey County NHS FT
Royal Surrey County Hospital *NHS*

Introducing our Chairman for the Forum.
Rowan Pritchard Jones
Chief Clinical Information Officer & Consultant Plastic Surgeon
St Helens and Knowsley Hospitals NHS Trust
St Helens and knowsley Teaching Hospitals *NHS* NHS Trust

Jon Holmes
Assistant Director of Informatics
Aneurin Bevan Health NHS Trust
GIG | Bwrdd Iechyd Aneurin Bevan Health Board

Mark Ridge
Head of Clinical Operational Payment
Derbyshire Healthcare NHS Foundation Trust
Derbyshire Healthcare *NHS*

Dr Umesh Prabhu
Medical Director
Wrightington, Wigan and Leigh NHS FT
Wrightington, Wigan and Leigh *NHS* NHS Foundation Trust

John Matheson
Director, Finance, eHealth & Pharmaceuticals
Scottish Government
The Scottish Government

Dave Mowbray
Head of IM&T Developments
Lincolnshire Partnership NHS Foundation Trust
Lincolnshire Partnership *NHS* NHS Foundation Trust

Steven Bloor
Deputy Director of Information
Blackpool Teaching Hospitals NHS Foundation Trust
Blackpool Teaching Hospitals *NHS* NHS Foundation Trust

Carol Sinclair
Associate Director
Public Health and Intelligence
NHS National Services Scotland
NHS National Services Scotland

Dr Masood Nazir
Chief Clinical Information Officer
NHS England / NHS Birmingham Cross City CCG
NHS England

Bev Tabernacle
Deputy Director of Nursing
Bolton NHS Foundation Trust
Bolton *NHS* NHS Foundation Trust

Trish Armstrong-Child
Director of Nursing
Bolton NHS Foundation Trust
Bolton *NHS* NHS Foundation Trust

Simon Worthington
Deputy Chief Executive/ Director of Finance
Bolton NHS Foundation Trust
Bolton *NHS* NHS Foundation Trust

Sally Storey
Director of Human Resources
Moorfields Eye Hospital NHS Foundation Trust
Moorfields Eye Hospital *NHS* NHS Foundation Trust

Geraint Lewis
Chief Data Officer
NHS England
NHS England

Main Themes

- Courage and Ownership within the NHS
- Quality improvement
- Data for secondary uses
- The future of medical workforce
- Paperless NHS
- Leadership values
- Clinical pathways
- Financial recovery
- Transformation within the NHS
- Cultural change

Event Agenda - Day One

08:00 - 08:40 **Registration and Networking Reception**

08:40 - 08:45 **Chairman's Opening Remarks**

08:45 - 09:05 **The Moorfields Way: Building a culture of courage and ownership** ✓ OPENING KEYNOTE

John Pelly
Chief Executive
Moorfields Eye Hospital NHS Foundation Trust

Sally Storey
Director of Human Resources
Moorfields Eye Hospital NHS Foundation Trust

Moorfields is the leading provider of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education. We enjoy a first-class reputation developed over two centuries.

In recent years, we have doubled in size and extended our geographical reach, increasing our locations from 13 in 2009 to 23 in 2014.

As we have grown, we have seen several trends emerge. Although staff engagement is outstandingly high, we are one of the ten highest scoring hospitals in the country, we are worse than our peer group for staff experiencing bullying and harassment, or reporting errors or near misses. Our patients tell us that our communication doesn't always live up to our high clinical standards.

Our strategic response has been a programme of cultural change, The Moorfields Way. Using appreciative enquiry, we set about involving patients and staff on a grand scale in what they felt needed to change. After over 1400 contributions, the majority through face to face meetings, we have arrived at a compelling set of commitments that we have made to each other, and a set of behaviours that bring those commitments to life.

This presentation will chart our journey and the lessons we have learned as we have worked in partnership with staff and patients to build The Moorfields Way.

Moorfields Eye Hospital *NHS*
NHS Foundation Trust

| 09:05 - 09:25 | **Commissioning a paperless NHS: the role of a GP, clinical commissioner and national clinical lead** |

Dr Masood Nazir
Chief Clinical Information Officer
NHS England / NHS Birmingham Cross City CCG

We all know how frustrating it can be, for both clinicians and patients, when information is missing or out-of-date at an appointment. A more joined-up health system would enable patient information to be available in the right place, at the right time. This will ultimately lead to higher quality and safer care for patients.

Masood will discuss how he feels this problem can be overcome, through more effective sharing of health information and by using new and innovative technology.

With his different local and national roles, Masood has the opportunity to bring innovative ideas to his practice and clinical commissioning group, to improve patient care. He is also able to take forward and share those ideas, which will benefit the whole NHS.

NHS
England

| 09:25 - 09:45 | **Solution Provider Case Study** |

| 09:50 - 10:10 | **Solution Provider Case Study Stream One / Two / Three / Four/ Five** |

| 10:10 - 10:25 | **Coffee & Networking Break** |

| 10:25 - 10:45 | **Transformation within Royal Surrey** |

Alf Turner
Director of Organisation, Information and Transformation
Royal Surrey County NHS FT

Any transformation that happens within the NHS will always be focused around striving to achieve the best possible patient experience. At the same time we need to improve staff productivity, ensure people work at the top of the licence, and deliver efficiency savings. Here at the Royal Surrey NHS Foundation Trust we are putting that to the test. We have programme to transform our Outpatients and all back office processes that will underpin our delivery of care and support to our patients. Ultimately most of this will be digitised but even before then much can be achieved to step change performance.

From initial referrals, appointments, all the way through to our many follow up processes, the presentation will focus on how we are transforming over 20 outpatient departments to achieve our ultimate goal.

Royal Surrey County Hospital **NHS**
NHS Foundation Trust

| 10:50 - 11:10 | **Solution Provider Case Study** |

11:10 - 11:30 **Quality Improvement – The Scottish Perspective** ✓ KEYNOTE

The Public Sector in Scotland and NHS in particular is facing the same degree of fiscal austerity as the rest of the UK. From a Health perspective the response in Scotland has been through a quality driven and improvement focussed approach with a strong emphasis on innovative practice. The presentation will describe the initial challenges, the successes and the lessons learned as we move forward on this journey which engages not just the NHS but the wider Public Sector and Private Sector in Scotland.

John Matheson
Director, Finance,
eHealth &
Pharmaceuticals
Scottish Government

The Scottish Government
Riaghaltas na h-Alba

11:35 - 11:55 **Solution Provider Case Study Stream One / Two / Three / Four/ Five**

11:55 - 12:35 **Networking Lunch**

12:40 - 14:10 **Group 1 P2P Connect 121 Speed Networking**

12:40 - 14:10 **Group 2 Interactive Group Discussion –
Financial recovery whilst maintaining the quality of care**

In the current financial climate it is so important that we utilise available money to ensure that patients remain at the heart of what we deliver in the health and social care system.

Bolton NHS Foundation Trust is an integrated care organisation which has delivered its financial recovery plan, whilst maintaining and improving quality standards across the organisation.

This has been achieved through strong leadership, accountability and being clear about roles and responsibilities.

Bev Tabernacle
Deputy Director of
Nursing
Bolton NHS

Simon Worthington
Deputy Chief
Executive/ Director
of Finance
**Bolton NHS
Foundation Trust**

**Trish Armstrong-
Child**
Director of Nursing
**Bolton NHS
Foundation Trust**

Bolton **NHS**
NHS Foundation Trust

14:10 - 14:25   **Coffee & Networking Break**

14:25 - 15:55   **Group 2 P2P Connect 121 Speed Networking**

14:25 - 15:55   **Group 1 Interactive Group Discussion –**
Financial recovery whilst maintaining the quality of care

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Bolton **NHS**
NHS Foundation Trust

15:55 - 16:10   **Coffee & Networking Break**

16:10 - 16:30   **The work of the National Information Board in relation data for secondary uses**

Dr Geraint Lewis, NHS England's Chief Data Officer, will talk through the latest updates and communication from NHS England as well as share his own experience and view on current topics of interest.

Geraint Lewis
Chief Data Officer
NHS England

NHS England

16:30 - 16:50   **Solution Provider Case Study**

16:55 - 17:15   **Solution Provider Case Study Stream One / Two / Three / Four/ Five**

17:15 - 18:45   **Business Meetings**

18:45 - 19:05   **Implementing A Successful Print Strategy**   ✓ CLOSING KEYNOTE

As we all know NHS foundations are always striving to find new ways to increase efficiencies and cut costs, in this presentation David will discuss how the implementation of a new print strategy has achieved just that. He will cover the costs saved, benefits and rewards gained, the development made and the increased security that this enables…. A lot more complicated than paper and toner.

Dave Mowbray
Head of IM&T
Developments
**Lincolnshire
Partnership NHS
Foundation Trust**

Lincolnshire Partnership **NHS**
NHS Foundation Trust

19:05 - 19:20   **Coffee & Networking Break & Day 1 Close**

20:15 - 20:30   **Cocktail Reception**

20:30 - 22:30   **Networking Dinner**

Day Two

08:15 - 08:30   **Coffee & Networking Break**

08:30 - 08:50   **Values based leadership**   ✓ OPENING KEYNOTE

Dr Umesh Prabhu
Medical Director
Wrightington, Wigan and Leigh NHS FT

The NHS is a great Institution and each year 360 million patients are treated my 1.3 million staff and vast majority patients get the best and safe care.

However sadly 1 in 10 patients suffer an adverse event. Each year approximately 20,000 patients die and 55000 patients suffer more than six months or permanently disabled due to medical errors. Most medical errors are due to systems, processes failures and not due to bad doctors or nurses. Most of these errors are preventable by appointing values based leaders who put patients at the heart and work with their staff by creating a safety and quality based culture, robust governance and excellent staff and patient engagement.

In 2010 Wrightington, Wigan and Leigh Foundation Trust Board started robust staff engagement. With the help of staff the Trust defined its values and culture. Trust management structure was completely revamped, value based leaders were appointed and put excellent governance in place.

Today in 2015, 450 less patients die, all quality measures have improved, staff feedback has improved from bottom 20% to top 4th in England, there are 250 patient safety champions and the Trust received 26 Awards just in last 12 months including the HSJ Provider Trust of the Year as well as the Patient Safety Award.

In my presentation I will be highlighting the meaning of values based leadership, how to identify these leaders and how they have transformed the Trust.

Wrightington, Wigan and Leigh **NHS**
NHS Foundation Trust

08:50 - 09:10   **An improved and better place to be - Supporting Scotland's Health**

As an NHS Board, we are responsible for operating at the highest standards of clinical, financial and staff governance. Often working behind the scenes NHS Services Scotland makes a difference to people every day in every way. Our Health Support Group works with NHS boards to help deliver the best possible front line services, we use the combined buying power of NHS Scotland to get the best deals on goods, services and technology, we combine our deep understanding across clinical and non-clinical domains to provide excellence in Scottish Healthcare.

With Health and Social Care integration high on peoples agendas, providing support initiatives across primary, secondary and community care is a vital, we support colleagues and organisation with clarity on decision-making and delivering an effective system to scrutinise major decisions through our Board and committee structures. We encourage good governance and involvement of the public and stakeholders with an open freedom of information culture.

Many lessons can be learned and shared across the wider NHS and in this session Carol will give an overview of where the Public Health and Intelligence unit has come from and plans for the future as well as an overview of NHS National Services Scotland.

Carol Sinclair
Associate Director
Public Health and
Intelligence
**NHS National Services
Scotland**

09:10 - 09:30   **Informatics – a Welsh perspective**

Health boards across Wales have maintained a good pace of progress in utilising informatics to underpin service developments. This session will seek to explore:

- The Welsh National Strategic drivers which influence our priorities;
- The different challenges we face from our colleagues across the border;
- Progress towards the delivery of the National Informatics Programme;
- Recent achievements and lessons learnt;
- Next steps in an ideal (fully resourced) world.

The session will hopefully stimulate further informal discussion and seek out opportunities of cross border collaborative working.

Jon Holmes
Assistant Director of
Informatics
**Aneurin Bevan Health
NHS Trust**

09:30 - 09:50   **Solution Provider Case Study**

09:55 - 10:15   **Solution Provider Case Study Stream One / Two / Three / Four/ Five**

10:15 - 11:45   **Business Meetings**

11:45 - 12:00   **Coffee & Networking Break**

12:00 - 12:20   **CCIOs – leading cultural change – build a team and deliver something credible**

As the NHS marches towards a deadline of paperless activity in 2018 there is an unprecedented need for clinical engagement and leadership to shape informatics.

We must not accept systems that compromise our ability to deliver clinical care, and the key to success is to embed clinicians within every project from the very start.

CCIOs must drive a culture within organisations that brings a confidence in clinicians that they can make a real difference to the systems they work with, from scope, procurement, design and deployment to crucially long term ownership end evolution. Furthermore, the CCIO must inform the informatics strategy with clinical insight to ensure the very best systems are implemented well to the benefit of patients clinicians and the business of the NHS.

Rowan Pritchard Jones
Chief Clinical
Information Officer
& Consultant Plastic
Surgeon
**St Helens and
Knowsley Hospitals
NHS Trust**

St Helens and knowsley
Teaching Hospitals **NHS**
NHS Trust

12:20 - 12:40   **Clinical Pathways – Effectiveness of Real Time Data Collection**

This was a real life collaboration between clinicians and informatics staff to improve the quality of care given to patients following a suspected diagnosis of pneumonia.

The presentation covers how we improved the quality of information available to clinicians and operational managers and translated this into improvements in patient care.

An informatics journey from problem diagnosis through process change, system development, implementation, clinical integration and secondary uses of data.

Following a Keogh review our Trust was advised to focus on mission critical areas of work to ensure that improvements were implemented quickly and effectively.

Did it work? 12 month rolling Summary Hospital-level Mortality Indicator (SHMI) for pneumonia dropped from 124 to 113 and reduced excess mortality from over 50 to under 40 and still improving.

Steven Bloor
Deputy Director of
Information
**Blackpool Teaching
Hospitals NHS
Foundation Trust**

Blackpool Teaching **NHS**
Hospitals
NHS Foundation Trust

| 12:40 - 13:00 | **Using the National Tariff Payment System to help inform Transformational Change** | ✓ CLOSING KEYNOTE |

As with many organisation Derbyshire is undertaking a review of how it delivers efficient, effective services whilst addressing the need to make significant efficiency savings. A transformation program has been established to undertake this task. This has allowed the trust to consider radical changes in care delivery and national tariff, care cluster data has provided a level of understanding about demand that is now being used to model clinical service composition.

Mark Ridge
Head of Clinical
Operational Payment
**Derbyshire Healthcare
NHS Foundation Trust**

Derbyshire Healthcare **NHS**
NHS Foundation Trust

| 13:00 - 13:10 | **Chairman's Closing Remarks** |

| 13:10 - 14:00 | **Lunch and Event Close** |