



HEALTHCARE PARTNERSHIP NETWORK

Conference Guide 17th & 18th March 2020 Oulton Hall, Leeds

Introducing
our Event
Chairman:



David Walliker
Chief Digital and
Partnerships Officer



**Mark
Brandreth**

Chief Executive



**Sandra
Shannon**

Chief Operating Officer
& Deputy Chief Executive



**Phill
James**

Chief Information
Officer



**Stephanie
Lawton**

Chief Operating
Officer



**Natasha
Phillips**

Chief Nursing
Information Officer



**Sarah
Newcombe**

Chief Nursing
Information Officer



**Darren
Atkins**

Chief Technology Officer,
AI & Automation



**Lisa
Emery**

Chief Information
Officer



**Paul
Curley**

Deputy Medical
Director & CCIO



**Hayley
Grafton**

Chief Nursing
Information Officer



**Jim
McLeish**

Director of Quality
Improvement



**Peter
Lowe**

Head of Improvement
Practice



Introduction

The need for consistent improvement and innovation continues to present NHS organisations with complex and often competing challenges, both locally and at system level.

This Healthcare Partnership Network provides senior organisational leaders with a safe space to share change experiences and emerging opportunities from across the sector.

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 - 08:30 Registration



08:30 - 08:40 Chairmans opening remarks



David Walliker - Chief Digital and Partnerships Officer



08:40 - 09:10 A personal journey to the role of Health CIO



The role of the Healthcare CIO is changing with a national push to see more CIOs reach the Boardroom now firmly on the agenda. The growing influence of Digital tempered by tight budgets has never been greater as the need to maintain safe software increases in prevalence as EHRs directly touch patients and clinicians demand ever more reliable and optimised solutions, all whilst protecting staff health and wellbeing.

Phill reflects upon his own journey of 33 years to the Warrington And Halton Boardroom, describing planned and unplanned personal development opportunities, personal challenges and a perspective on the future of the Healthcare CIO role based his first full year in the Boardroom.

Phill James - Executive CIO



David Walliker



Phill James

09:10 - 09:40 Provider Presentation



Darren
Atkins

09:40 - 10:00 Making Time Matter with Intelligent Automation in Healthcare

In this session, Darren Atkins, Chief Technology Officer for Automation and AI at East Suffolk and North Essex NHS Foundation Trust (ESNEFT) will demonstrate how Intelligent Automation is saving thousands of hours and improving patient outcomes within the UK's National Health Service.

He will share his learning, offer helpful advice and inspire his audience to do the same.

Darren Atkins - Chief Technology Officer (Automation & AI)



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



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



12:05 - 12:35 Releasing Time to Care – Ensuring digital transformation enables nursing practice



Natasha
Phillips

Sarah Newcombe, CNIO GOSH and Natasha Phillips, CNIO UCLH, will share their experience of implementing an enterprise wide electronic health records system.

They will explore how nurses were engaged in these programmes and how they ensured, in their clinical leadership role as CNIO's, that nurses were involved in design and delivery.

The challenges posed, benefits realised and opportunities for the profession will be explored. They will invite discussion on how we take the learning forward together to ensure digital transformation enables nursing practice nationally.

Natasha Phillips - CNIO

Sarah Newcombe - CNIO



Sarah
Newcombe

12:35 - 12:55 Provider presentation

13:00 - 13:20 Mainroom, Breakout Room 1 & Breakout Room 2

13:20 - 14:05 Networking Lunch





Paul Curley

14:10 - 14:30 Collaboration, not competition – a non-GDE perspective on climbing the digital maturity ladder.

Paul has been a Clinical IT Lead/CCIO for 10 years and is a veteran of PAS, Order Comms, EDMS, ePrescribing and other implementations. At present he is leading on the implementation of an EPR.

He is passionate about co-operation and collaboration in the NHS IT community and will share insights into how to share successes – and failures – for the wider benefit and greater good. He is a member of Cohort 2 of the #NHSDA (Digital Academy) and feels more positive about NHS IT now than ever before.

Paul Curley - CCIO



14:30 - 14:50 Provider Presentation

14:55 - 15:15 Main Room, Breakout Room 1 & Breakout Room 2

15:20 - 15:45 Why it's crucial to address the "Why" question from your clinical workforce

In the session, Lisa Emery, Chief Information Officer and Hayley Grafton, Chief Nursing Information Officer from The Royal Marsden NHS Foundation Trust will be discussing the importance of addressing the 'why' question from clinicians and other members of the hospital workforce whilst implementing innovation and process change.

The Royal Marsden is rated Outstanding by the CQC, which presents an interesting challenge when transforming the digital estate - the obvious question being 'why do we need to change things?'

The Trust has a focus on continuous improvement and the need to innovate is ever present. As such, senior members of the digital and clinical teams collaborate to really get to the bottom of why change is happening and aligning behind the overall goal, ensuring there is early clinical buy-in to enhance the success rates of projects.

Lisa and Hayley will share their insight, findings and best practice.

Lisa Emery - CIO
Hayley Grafton - CNIO



15:45 - 17:00 Coffee Break & Business Meetings



17:05 - 17:25 Provider Presentation

17:30 - 17:50 Main Room, Breakout Room 1 & Breakout Room 2



Sandra Shannon

17:55 - 18:20 Bradford command centre - Our journey

Bradford Teaching Hospitals NHS Foundation Trust (BTHFT) face the challenge of extremely high emergency attendance for the local population.

The Emergency Department sees an average of 380-450 attendances per day, a number that is nearly double what it was 10 years ago and Bradford population is predicted to increase by over 25% the next ten years. As non-elective demand continued to grow and put pressure on an already stressed system, it was clear to leadership and staff that transformation is required if BTHFT was to continue to deliver its desired level of care.

The Trust had already implemented a Trust wide Cerner EPR system in 2017 so the time was right to take the next step in their digital journey. Through the Command Centre Transformation Programme, BTHFT and GE Healthcare, are working in partnership to apply the latest digital innovation and proven best practices to optimise patient flow and enable real-time co-ordination of care for each and every patient.

Sandra will talk about their Command Centre journey so far; the challenges they faced and how they have used both digital technology and developed new ways of working to develop a plan that will future-proof the Trust to allow for safe operation at higher levels of emergency demand as well as improve patient and staff experience.

Sandra Shannon- Chief Operating Officer & Deputy Chief Executive



David Walliker

18:20 - 18:25 Chairmans closing remarks

David Walliker - Chief Digital and Partnerships Officer



18:25 - 20:00 Hotel Check In / Free Time

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



DAY TWO

08:55 - 09:00 Chairman re-opening event



David Walliker - Chief Digital and Partnerships Officer



David
Walliker

09:00 - 09:30 Caring for staff

Mark will cover the cultural transformation at RJAH and its impact for staff, patients and finances. He will talk about why and how it was done and how every leader has a part to play. He will outline the mechanisms and behaviours that are making RJAH believe it can be fully staffed for nurses despite the national shortage.

Mark Brandreth - Chief Executive



Mark
Brandreth

09:30 - 09:55 Outpatient Transformation

Our outpatient quality improvement programme will transform the way we deliver outpatient services.

The programme is being delivered system wide to establish a patient centred service that is more efficiently, effectively and seamlessly coordinated. It will deliver new ways of working through the use of technology and through best use of existing resources. Utilising technology will enable delivery of the NHS long term plan to avoid up to a third of face to face outpatient visits.

It will support us in delivery of timely diagnosis and the best outcomes possible for our patients whilst ensuring a high quality experience.

Stephanie Lawton - COO

Jim McLeish - Director of Quality Improvement



Stephanie
Lawton



Jim
McLeish

09:55 - 10:15 Provider Presentation

10:20 - 10:40 Main Room, Breakout Room 1 & Breakout Room 2

10:45 - 11:45 Coffee Break & Business Meetings



11:50 - 12:10 Making a habit of continuous improvement

Many continuous improvement programmes include intense bursts of activity in the form of improvement events where teams take up to five days out of their normal duties to generate and implement innovative ideas to improve services.

Whilst this approach has been shown to produce powerful results, it isn't the complete solution to building a culture of continuous improvement because sustaining the long-term focus on improvement is by far the biggest challenge.

As part of the NHS E/IVital Signs programme, The Dudley Group are providing staff with training to making improvement part of daily work using a scientific thinking approach to problem solving.

Peter Lowe - Head of Improvement Practice



Peter
Lowe

12:10 - 12:40 Closing Keynote



12:40 - 13:40 Lunch

