HEALTHCARE STRATEGY FORUM

EMPOWER AUTOMATE INNOVATE

DE VERE WOKEFIELD ESTATE, BERKSHIRE
29th & 30th APRIL 2025

Introducing our Chair for the Forum...

Paula Lloyd-Knight
Acting Chief Operating Officer and AEO
Black Country Healthcare NHS FT
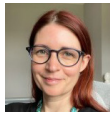
NHS Black Country Healthcare NHS Foundation Trust

SPEAKERS

Kelvyn Hipperson
Chief Digital and Information Officer
Cornwall Partnership NHS FT
NHS Cornwall Partnership NHS Foundation Trust

Michael Holland
Chief Executive Officer
The Tavistock and Portman NHS FT
NHS The Tavistock and Portman NHS Foundation Trust

Tehmeena Ajmal
Chief Operating Officer
Berkshire Healthcare NHS FT
NHS Berkshire Healthcare NHS Foundation Trust

Philip Cave
Chief Finance Officer
Hertfordshire Partnership University NHS FT
NHS Hertfordshire Partnership University NHS Foundation Trust

Alan Duffell
Chief People Officer
The Royal Wolverhampton NHS Trust and NHS Walsall Healthcare NHS Trust
NHS The Royal Wolverhampton NHS Trust **NHS** Walsall Healthcare NHS Trust

Corrina Hulkes
Chief Nursing Information Officer
London North West University Healthcare NHS FT
NHS London North West University Healthcare NHS Trust

Sian Clark
Chief Digital Information Officer
Nottinghamshire Healthcare NHS FT
NHS Nottinghamshire Healthcare NHS Foundation Trust

Amanda Sullivan
Chief Executive Officer
Nottingham and Nottinghamshire ICB
NHS Nottingham and Nottinghamshire Integrated Care Board

Zoe Starmer-Hudson
Chief Nursing Information Officer
East Cheshire NHS Trust
NHS East Cheshire NHS Trust

Nicholas Ferran
Chief Clinical Information Officer
London North West University Healthcare NHS FT
NHS London North West University Healthcare NHS Trust

Steve Dunkerley
Chief Commercial Officer
London Procurement Partnership
NHS London Procurement Partnership

Kevin Croft
Chief People Officer
Imperial College Healthcare NHS Trust
NHS Imperial College Healthcare NHS Trust

Kevin Percival
Chief Nursing Information Officer
Ashford and St. Peter's Hospitals NHS FT
NHS Ashford and St. Peter's Hospitals NHS Foundation Trust

Claus Madsen
Chief People Officer
Greater Manchester Mental Health NHS FT
NHS Greater Manchester Mental Health NHS Foundation Trust

Ade Odunlade
Chief Operating Officer
South London and Maudsley NHS FT
NHS South London and Maudsley NHS Foundation Trust

Gavin MacDonald
Chief Delivery Officer
Medway NHS Foundation Trust
NHS Medway NHS Foundation Trust

Chris Sleight
Chief Officer
Greater Manchester Diagnostics Network
GREATER MANCHESTER DIAGNOSTICS NETWORK

Roberta Hook
Deputy Chief Operating Officer
Norfolk and Norwich University Hospitals NHS FT
NHS Norfolk and Norwich University Hospitals NHS Foundation Trust

Tracy Farrow
Deputy Chief Information Officer
Great Western Hospitals NHS FT
NHS Great Western Hospitals NHS Foundation Trust

David Coyle
Interim Deputy Chief Operating Officer
Cambridge University Hospitals NHS FT
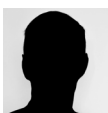**NHS** Cambridge University Hospitals NHS Foundation Trust

Christopher Euden
Delivery Director - Data and Analytics Strategy
Guy's and St Thomas' NHS Foundation Trust
NHS Guy's and St Thomas' NHS Foundation Trust

Megan Morys-Carter
Director, Digital Innovation
Oxford University Hospital NHS FT
NHS Oxford University Hospital NHS Foundation Trust

Matthew John
Director of Digital
Swansea Bay University Health Board
GIG CYMRU NHS WALES

Ray Olive
Associate Director for Learning and Improvement
North Cumbria Integrated Care NHS FT
NHS North Cumbria Integrated Care NHS Foundation Trust

Edd Berry
Director of Finance and Innovation
Manchester University NHS FT
NHS Manchester University NHS Foundation Trust

Usmaan Rahman
Performance Director
Berkshire Healthcare NHS Foundation Trust
NHS Berkshire Healthcare NHS Foundation Trust

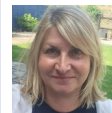**Dominic Cunnane**
Pathways Programme Lead
Imperial College Healthcare NHS Trust
NHS Imperial College Healthcare NHS Trust

Nathan Christie-Plummer
Deputy Director of Workforce
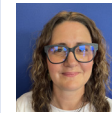West London NHS Trust
NHS West London NHS Trust

MAIN THEMES

- **Mapping the Patient Journey - Insights for Continuous Improvement**

- **Building Resilient Systems to Strengthen Your IT Infrastructure**

- **Streamline Your RPA for Exceptional Care**

- **Smart Bed Management - Real-Time Tracking to Enhance Patient Flow**

- **AI for All - Promoting Equity in Health Data Access**

- **Transformative EHR for Seamless Integration and Better Coordination**

- **Cost-Efficient Success - Embracing Digital Transformation**

- **Engaging Patients - The Power of Portals in Health Management**

- **Innovating Patient Care Through Feedback-Driven Enhancements**

- **Smart Solutions Tailored for an Ageing Population**

VENUE
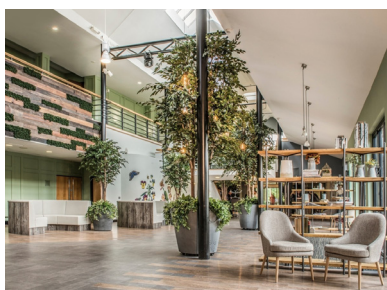
WOKEFIELD ESTATE

De Vere Wokefield Estate, set in 250 acres of Berkshire parkland, blends historic charm with modern luxury. It features 376 newly refurbished rooms, an 18-hole golf course, and a state-of-the-art gym and indoor pool. The estate is an ideal destination for both leisure and business, offering over 30 flexible meeting spaces and event facilities for up to 500 guests. Located just 10 minutes from the M4 and 40 minutes from Heathrow, it's easily accessible, making it a perfect choice for conferences, and getaways.

EVENT AGENDA DAY ONE - 29th APRIL

08:00 - 08:30 **Registration and Networking Reception**

08:30 - 08:40 **Chair's Opening Remarks**

Paula Lloyd-Knight
Acting Chief Operating Officer and AEO
Black Country Healthcare NHS FT

NHS
Black Country Healthcare
NHS Foundation Trust

08:40 - 09:00 **Innovative Data Strategies - Aligning Local Needs with National Agendas**

OPENING KEYNOTE

NHS Cornwall and the Isles of Scilly are navigating the complex landscape of healthcare data strategy through the implementation of an EPR system. This initiative aims to enhance patient care by centralising and streamlining access to medical data, allowing healthcare professionals to make informed decisions quickly and efficiently. As Kelvyn shares insights into this transformative journey, he will explore how the integration of innovative data and analytics capabilities is pivotal to the Trust's strategic objectives.

This session will discuss the challenges and opportunities of implementing the EPR while simultaneously driving change within the data and analytics teams. Kelvyn will highlight the importance of collaboration across various stakeholders to overcome obstacles and enhance data infrastructure. He will also address the significance of robust governance frameworks to ensure quality and security, ultimately demonstrating how to pave the way for a data-driven future in healthcare.

Kelvyn Hipperson
Chief Digital and Information Officer
Cornwall Partnership NHS FT

NHS
Cornwall Partnership
NHS Foundation Trust

09:00 - 09:20

Enhancing Patient Communication Through Connected Care

The East Cheshire NHS Trust is dedicated to improving patient engagement and access to healthcare through their patient portal. This digital platform allows patients to securely access their medical records, manage appointments, and request prescriptions, ultimately empowering them to take a more active role in their health journey. By streamlining these processes, the portal enhances communication and fosters a collaborative relationship between patients and healthcare providers.

This session will delve into the portal's key features and functionalities, sharing insights on how they contribute to improved patient outcomes. Zoe will highlight the secure messaging system that enables direct communication, and discuss the educational resources available to support informed decision-making. She will address the essential security measures to protect patient data, showcasing how the Trust is leading the way in transforming healthcare delivery in the UK.

Zoe Starmer-Hudson
Chief Nursing Information Officer
East Cheshire NHS Trust

NHS
East Cheshire
NHS Trust

09:20 - 09:40

Solution Provider Case Study

09:40 - 10:00

The Digital Transformation of NHS Procurement

The NHS London Procurement Partnership (LPP) is set to enhance procurement processes across the healthcare sector, ensuring NHS organisations can operate more efficiently. With an emphasis on transparency and collaboration, the LPP will introduce a comprehensive digital strategy to transform procurement practices.

Steve will discuss the key components of this strategy, focusing on the complexities of digital procurements within national programmes and the importance of engaging stakeholders effectively. He will also cover how sustainability and social value metrics will be integrated to create a more efficient and patient-centred framework. Attendees will learn about the system requirements for successful digital integration, and explore the commercial opportunities that these innovations present.

Steve Dunkerley
Chief Commercial Officer
NHS London Procurement Partnership

NHS
London Procurement Partnership

10:05 - 10:25   **Solution Provider Case Study - Stream 1/2/3/4**

10:30 - 11:00   **Business Meetings**

11:00 - 11:20   **Enhancing Patient Flow and Care Quality**
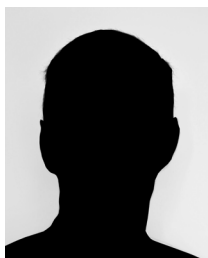
Cambridge University Hospitals (CUH) is dedicated to optimising patient care and outcomes through innovative tracking solutions. By utilising a real-time patient tracking system, CUH has transformed how patient locations, statuses, and needs are monitored within the wards, allowing for a more streamlined approach to healthcare delivery.

This session will highlight the significance of multidisciplinary collaboration in enhancing communication amongst integrated care teams, ensuring timely interventions and improved patient flow. David will discuss how standardised protocols for tracking patients throughout their stay contributes to more effective resource management. He will showcase how data-driven insights empower healthcare professionals to anticipate needs and elevate their overall experience.

Attendees will come away with actionable strategies to enhance their organisations' patient tracking practices, leading to better care coordination and increased satisfaction.

David Coyle
Interim Deputy Chief Operating Officer
Cambridge University Hospitals NHS FT

NHS
Cambridge University Hospitals
NHS Foundation Trust

11:20 - 11:40   **Solution Provider Case Study**

11:40 - 12:00

The Big Bang - Innovating Healthcare Delivery

Nicholas Ferran
Chief Clinical Information Officer
London North West University Healthcare NHS FT

Corrina Hulkes
Chief Nursing Information Officer
London North West University Healthcare NHS FT

The London North West University Healthcare NHS FT is digitally connecting acute providers in North West London through an innovative EPR system. Using a Big Bang Go-Live Strategy, all three hospitals transitioned to the new system simultaneously, minimising disruptions and ensuring staff alignment from day one.

This transition involved significant challenges, including integrating diverse systems and workflows, which necessitated robust data migration and comprehensive staff training. Maintaining data accuracy and operational stability was crucial for seamless care, with a focus on enhancing patient safety and quality by providing clinicians with immediate access to patient information.

Post-go-live, the team is working on system stabilisation and addressing emerging issues while pursuing future enhancements to their digital strategy. Participants will learn how the EPR system is transforming healthcare technology in the region and improving patient experiences.

NHS
London North West University Healthcare
NHS Trust

12:05 - 13:00   **Group 1 - P2P Connect Speed Networking**

12:05 - 13:00

Group 2 - Group Discussion
Collaborative Solutions for Effective Mental Health and Community Health Services

Tehmeena Ajmal
Chief Operating Officer
Berkshire Healthcare NHS FT

Usmaan Rahman
Performance Director
Berkshire Healthcare NHS Foundation Trust

Navigating the complexities of patient waits and flow is challenging for all services, and complicated for patients who may be open to services for extended periods and across different pathways.

This session will address the complex challenges faced by trusts in reducing waits and improving patient experience. Tehmeena and Usmaan will lead an interactive discussion, inviting participants to share their insights and experiences. Drawing on Berkshire Healthcare's commitment to quality improvement, they will explore ways to enhance mental health and community physical health services.

Key discussion points will include:

- Strategies to minimise harm from waiting times
- Engaging clinicians in the conversation around productivity
- Proactively addressing health inequalities
- Balancing patient-centred care with the need for standardisation and consistency

NHS
Berkshire Healthcare
NHS Foundation Trust

13:00 - 14:00

Networking Lunch

14:00 - 14:55

Group 2 - P2P Connect Speed Networking

14:00 - 14:55

Group 1 - Group Discussion
Collaborative Solutions for Effective Mental Health and Community Health Services

Tehmeena Ajmal
Chief Operating Officer
Berkshire Healthcare NHS FT

Usmaan Rahman
Service Director for Waiting, Flow and Performance
Berkshire Healthcare NHS Foundation Trust

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NHS
Berkshire Healthcare
NHS Foundation Trust

15:00 - 15:45   **Business Meetings**

15:45 - 16:05

Improving Patient Pathways - A Transformation in Cancer Services

Dominic Cunnane
Pathways Programme Lead
Imperial College Healthcare NHS Trust

Imperial College Healthcare NHS Trust is dedicated to providing exceptional cancer services that empower patients throughout their journey. They prioritise timely, compassionate, and high-quality care. Despite significant improvements in waiting time performance, an increase in patient complaints and serious incidents has been observed.

To address these concerns, a comprehensive review was conducted to gather insights from both patients and staff about their experiences with cancer services and treatment pathways. Key issues included delays in treatment and diagnostics, gaps in coordinated care, and challenges in communication. Central to resolving these challenges is the patient journey mapping initiative, which identifies pain points and promotes a more integrated approach to care, ensuring effective collaboration amongst departments.

In this session, Dominic will outline the transformation programme established to enhance the experiences of patients, staff, and caregivers, while maintaining their commitment to waiting time performance.

NHS
Imperial College Healthcare
NHS Trust

16:05 - 16:25   **Solution Provider Case Study**

16:25 - 16:45   **The Broader Benefits of RPA and AI**

At Manchester Foundation Trust (MFT), the initiative to harness Robotic Process Automation (RPA) and AI represents a significant step toward innovation in healthcare. Since 2019, MFT has been committed to transforming their finance function through the adoption of these cutting-edge technologies. The successful implementation of RPA in finance and procurement is just the beginning of a broader effort to enhance efficiency and improve service delivery across the organisation.

Edd will share valuable insights into MFT's strategic decision to adopt RPA and AI, exploring both the challenges faced and the successes achieved along the way. Attendees will gain a deeper understanding of how RPA has not only transformed the finance department, but has also delivered benefits across various corporate and clinical areas. This session will offer practical takeaways for effectively implementing these technologies, empowering organisations to fully realise their potential for operational efficiency.

Edd Berry
Director of Finance and Innovation
Manchester University NHS FT

NHS
Manchester University
NHS Foundation Trust

16:50 - 17:10   **Solution Provider Case Study - Stream 1/2/3/4**

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

17:45 - 18:05

Th!nk Tank - STREAM ONE
Enhancing Staff Support - Strategies to Improve

To support staff effectively, organisations need to engage in discussions about the delays in converting interviews into hires, which leads to the loss of valuable candidates and effects talent attraction and retention.

Given the limited talent pool we must prioritise this development, therefore, how can we address retention issues stemming from a lack of support to ensure employees feel valued and remain in the profession?

Join Claus for a conversation on how consistent reassurance and guidance can empower organisations to cultivate a more committed workforce, reduce turnover, and achieve long-term success.

Claus Madsen
Chief People Officer
Greater Manchester Mental Health NHS FT

NHS
Greater Manchester Mental Health
NHS Foundation Trust

17:45 - 18:05

Th!nk Tank - STREAM TWO
Resilient and Compassionate Leadership - Focusing on What Truly Matters

Experience the power of resilient and compassionate leadership in transforming staff well-being and patient care. In this interactive session, join Ray to explore how essentialism, focusing on what truly matters, can create a culture where leaders support, inspire, and empower their teams. Through real-world examples and dynamic discussion, discover strategies to build resilience, foster compassion, and streamline processes without compromising care quality.

Leadership is something that everyone has an opinion on! It's very personal and has to be right for each person to inspire their teams, there isn't a one size fits all! Servant leadership is a leadership style that prioritizes serving others over personal gain. Servant leaders focus on creating an environment where their team can thrive. We will look at the dynamics and mechanics that can help empower teams to become high performing!

Share insights, challenge perspectives, and leave with practical tools to enhance both staff experience and patient outcomes. Reimagine leadership that not only withstands challenges but thrives, ensuring a healthier, more engaged workforce and exceptional patient care.

Ray Olive
Associate Director for Learning and Improvement
North Cumbria Integrated Care NHS FT

NHS
North Cumbria Integrated Care
NHS Foundation Trust

17:45 - 18:05

Megan Morys-Carter
Director, Digital Innovation
Oxford University Hospital NHS FT

Th!nk Tank - STREAM THREE
Maximising AI - Effective Governance and Innovation in Patient Care

AI technologies are increasingly being integrated into various aspects of healthcare, from diagnostic imaging and predictive analytics to personalised medicine and administrative efficiency. Concerns about data privacy, security, and the ethical use of patient information present challenges, but there is also the potential for major benefit.

Join Megan to explore the rapidly evolving landscape of AI technologies and our collective concerns and excitement. She will share experience of creating AI governance mechanisms in an acute trust and discuss how to continue to develop our approach to these technologies. What is your approach, what are your concerns and how are you enabling the safe piloting and adoption of these technologies?

Participants can expect to dive into the following topics:

- Policy and governance

- Risk management

- Real-world applications

- Evidence and efficacy

- Fostering innovation

NHS
Oxford University Hospital
NHS Foundation Trust

17:45 - 18:05

Th!nk Tank - STREAM FOUR
Addressing Mental Health Bed Shortages - Practical Solutions

This interactive session will examine the impact of independent sector beds on mental health services and explore potential strategies for improvement. Attendees will address the increasing reliance on external providers due to bed shortages, considering the implications for patient care, continuity, and costs. Through engaging group discussions and real-world scenarios, we will identify key challenges, such as fragmented care and delayed discharges, and collaboratively propose effective solutions.

The T!nk Tank will showcase innovative approaches to reduce dependency on independent sector beds, including optimising local capacity, enhancing community services, and tackling workforce shortages. Participants will leave equipped with actionable strategies to drive meaningful change in mental health care.

Philip Cave
Chief Finance Officer
Hertfordshire Partnership University NHS FT

NHS
Hertfordshire Partnership University
NHS Foundation Trust

18:10 - 18:30

The Digital Shift - Unlocking New Pathways to Care

CLOSING KEYNOTE

The new patient portal at Swansea Bay University Health Board marks a significant advancement in empowering patients to take control of their healthcare. This user-friendly platform enables individuals to access their records, manage appointments, request prescription refills, and securely communicate with healthcare providers. By offering educational resources, the portal fosters a more informed and engaged patient community.

In this session, Matthew will explore how data analytics identifies trends, optimises scheduling, and facilitates early interventions. Discover how these innovations are transforming healthcare delivery in the UK, leading to improved patient outcomes and satisfaction.

Matthew John
Director of Digital
Swansea Bay University Health Board

GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Bae Abertawe | Swansea Bay University Health Board

Winedown Workshop
Fizz and Bizz, join our relaxed fun end to the day.
Canapés | Cocktails | Conversations

18:30 - 19:00

Workshop One
Community-Centric Recruitment - Attracting Refugee Talent

West London NHS Trust has taken a proactive approach to refugee recruitment, recognising the immense value of diverse perspectives. By implementing inclusive recruitment policies and fostering partnerships with local community organisations, the Trust aims to build a workforce that reflects the communities it serves.

In this workshop, attendees will explore the strategies employed, including mentorship programmes and language support services for new recruits, engaging in collaborative dialogue about successful outreach initiatives.

Join Nathan to share your own experiences and challenges, and brainstorm actionable strategies for enhancing workforce diversity in your organisation. Inspire one another to develop more inclusive practices that contribute to improved patient outcomes.

Nathan Christie-Plummer
Deputy Director of Workforce
West London NHS Trust

NHS
West London
NHS Trust

18:30 - 19:00

Workshop Two
Navigating Change in a Challenging Environment

Healthcare organisations are increasingly facing significant challenges due to rising financial constraints and escalating quality pressures. As budgets tighten, many struggle to maintain high standards of care while managing operational costs. This is compounded by the increasing demand for services which has strained resources and exacerbated existing inefficiencies.

Sian will share The Nottinghamshire Healthcare Foundation Trust's experience of being put into special measures status following a Section 48 review and their subsequent focus on integrating digital tools to improve their care provision.

This conversation invites leaders to share their experiences of overcoming obstacles to change. Key discussion points include:

- Prioritising effectively when everything feels urgent
- Maintaining quality amidst financial constraints
- Engaging teams during periods of low morale

Sian Clark
Chief Digital Information Officer
Nottinghamshire Healthcare NHS FT

NHS
Nottinghamshire Healthcare
NHS Foundation Trust

18:30 - 19:00

Workshop Three
Best Practices for Mental Health Outpatient Services

Join Michael for an engaging workshop designed to help participants tackle the challenges of managing severely overstretched specialist mental health outpatient clinics. Attendees will examine stakeholder management, particularly in relation to commissioners, to ensure service sustainability and safety in the face of waiting list pressures.

This session will focus on effective strategies for enhancing both staff and patient engagement, with a strong emphasis on collaborative goal-setting and continuous improvement. Discuss essential improvement techniques, outcomes measurement, and process monitoring, to reduce waiting times and strengthen clinical leadership.

Michael Holland
Chief Executive Officer
The Tavistock and Portman NHS FT

NHS
The Tavistock and Portman
NHS Foundation Trust

18:30 - 19:00

Workshop Four
Enhancing Collaborative Working and Joining Services

As Bath, Swindon, and Wiltshire strive for greater synergy, there is a growing recognition of the power of collaboration in driving progress. This discussion aims to explore the vital components of effective service integration with the goal of enhancing productivity and fostering alliance across the region.

Participants will delve into strategies for building robust partnerships amongst teams and organisations, focusing on:

- Enhancing communication, team dynamics, and conflict resolution skills
- Implementing tools for seamless service integration
- Highlighting examples of effective initiatives and service mergers
- Identifying common obstacles and strategies to overcome them

Tracy Farrow
Deputy Chief Information Officer
Great Western Hospitals NHS FT

NHS
Great Western Hospitals
NHS Foundation Trust

HEALTHCARE STRATEGY FORUM

19:00 - 19:15	**Coffee and Networking Break - Day 1 Close**

20:00 - 20:30	**Drinks Reception**

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

EVENT AGENDA DAY TWO - 30th APRIL

08:05 - 08:20	**Coffee and Networking**

OPENING KEYNOTE

08:20 - 08:40   Creating a Responsive Healthcare Environment

Black Country Healthcare NHS FT (BCHFT) is dedicated to enhancing productivity and efficiency in their services through the development of a digital bed management solution. This initiative aims to streamline bed management processes, significantly improving patient experience and supporting effective clinical decision-making.

By embracing digital transformation, BCHFT is partnering with stakeholders to create a system that enables real-time tracking of bed availability and patient flow. This advanced solution will provide clinical teams with timely information, reducing wait times and optimising resource allocation.

Paula will share insights on how digital bed management creates a more responsive environment, providing practical strategies for implementing this approach in your own practice.

Paula Lloyd-Knight
Acting Chief Operating Officer and AEO
Black Country Healthcare NHS FT

NHS
Black Country Healthcare
NHS Foundation Trust

08:40 - 09:00   How Digital Tools are Shaping the Future Workforce

Since the turn of the millennium, the global population has surged by 33%, and the World Health Organisation forecasts that this trend will continue for the next 80 years. As healthcare needs in the UK escalate, particularly with a growing number of individuals aged 65 and older, the proportion of those in the working-age population is diminishing.

Chris will explore the stereotypes associated with Gen Z and Gen Alpha, discussing how we can cultivate a workforce equipped with the necessary skills, capacity, and capabilities to deliver high-quality services to an expanding population. He will also emphasise the critical importance of choosing the right digital solutions to effectively address these emerging challenges.

Chris Sleight
Chief Officer
Greater Manchester Diagnostics Network

GREATER MANCHESTER DIAGNOSTICS NETWORK

09:00 - 09:20

Enhancing Patient Engagement Through Digital Solutions

Ashford and St. Peter's Hospitals NHS FT is committed to enhancing patient and staff experiences through a comprehensive digital transformation. By mapping the patient journey, the Trust has implemented solutions such as online appointment booking and patient portals, empowering individuals to manage their healthcare effectively.

This session will highlight how EHR implementation enhances communication and collaboration, whilst automated follow-ups boost patient engagement and help staff provide timely care. Kevin will share the role of remote monitoring in chronic condition management and how feedback drives continuous improvements, illustrating the Trust's innovative approach to healthcare delivery.

Kevin Percival
Chief Nursing Information Officer
Ashford and St. Peter's Hospitals NHS FT

NHS
Ashford and St. Peter's Hospitals
NHS Foundation Trust

09:20 - 09:40   ### Solution Provider Case Study

09:40 - 10:00

The Five Pillars of Patient First

Medway NHS Foundation Trust has successfully implemented 'Patient First' an improvement programme and operational management system designed to enhance care and services for the Medway and Swale communities.

The programme emphasises placing the patient at the forefront of every aspect of the Trusts work. By employing the Patient First tools and methodology, the Trust can focus on empowering all staff, by providing them with the skills and confidence necessary to implement meaningful changes.

This session will provide an overview of the 'Patient First Triangle' which positions the patient at the top as the organisation's 'True North'. Gavin will share how this approach is underpinned by their five key priority areas, ensuring that every effort is aligned with the overarching goal of a future of sustained, patient-centred excellence.

Gavin MacDonald
Chief Delivery Officer
Medway NHS FT

NHS
Medway
NHS Foundation Trust

10:05 - 10:25   ### Solution Provider Case Study - Stream 1/2/3/4

10:30 - 11:30   ### Business Meetings

11:35 - 12:05

Efficiency Brunch

Topic led roundtables around efficiency challenges in your organisation

12:10 - 12:30

Th!nk Tank - STREAM ONE
Addressing Digital Health Disparities

Join Roberta in this thought-provoking Th!nk Tank to critically examine the intersection of health equity and advanced technologies, focusing on the often-overlooked needs of ethnic minorities. Engage in discussion about the need for diverse datasets in AI development, aimed at preventing biased outcomes and promoting inclusive health solutions.

This session will emphasise the vital role of informed consent from individuals across various ethnic backgrounds regarding the use of their health data, reinforcing their rights to representation and protection. Participants will collaboratively generate actionable insights for the ethical deployment of AI and cyber security, ensuring these technologies serve all communities effectively and equitably.

Roberta Hook
Deputy Chief Operating Officer
Norfolk and Norwich University Hospitals NHS FT

NHS
Norfolk and Norwich University Hospitals
NHS Foundation Trust

12:10 - 12:30

Th!nk Tank - STREAM TWO
Empowering Collaboration - Navigating the NHS 10-Year Vision

Join this immersive session as Kevin leads a discussion on aligning people strategies, interventions, and collaboration within the healthcare system. Participants will explore the NHS's 10-year plan, highlighting how to avoid duplication and maximise resource impact.

The session will emphasise the significance of building partnerships at local, regional, and national levels. Together, identify effective strategies to enhance teamwork and communication, ensuring a cohesive approach to healthcare challenges. This is a unique opportunity for attendees to collaborate with peers and actively contribute to shaping the future of healthcare.

Kevin Croft
Chief People Officer
Imperial College Healthcare NHS Trust

NHS
Imperial College Healthcare
NHS Trust

12:10 - 12:30

Th!nk Tank - STREAM THREE
Life of Data After the Death of Information Systems

This T!nk Tank will discuss managing legacy data in EHR implementation, addressing a crucial aspect of modern healthcare technology. The conversation will focus on strategies for detaching legacy data from outdated systems, highlighting automated solutions that enhance access while reducing reliance on costly read-only licences.

Participants will be encouraged to share their insights and experiences, fostering an environment for discussing challenges and best practices. Explore how these approaches can streamline your EHR implementation, improve data accessibility, and ultimately enhance patient care.

Christopher Euden
Delivery Director - Data and Analytics Strategy
Guy's and St Thomas' NHS Foundation Trust

NHS
Guy's and St Thomas'
NHS Foundation Trust

12:10 - 12:30

Th!nk Tank - STREAM FOUR
Creating a Talent-Driven Organisation

Recruiting and retaining talent should be a priority for all organisations, yet many still face challenges in both areas. Attracting the right people is essential, but hiring the wrong staff can have serious consequences. Recruitment is costly in terms of time and resources, so it's equally important to focus on retention. But what does retention really mean? Is it just about salary, or does it also involve culture, career development, and engagement?

In this discussion, we'll explore how organisations can improve recruitment processes and create environments that encourage long-term retention. Through sharing ideas and experiences, we'll identify practical solutions to attract and keep the right talent, ultimately building a more sustainable workforce.

Alan Duffell
Chief People Officer
The Royal Wolverhampton NHS Trust and Walsall Healthcare NHS Trust

NHS
The Royal Wolverhampton
NHS Trust

NHS
Walsall Healthcare
NHS Trust

12:30 - 12:50

Balancing Immediate Needs with Long-Term Goals

ICBs and ICSs have been in operation for nearly three years, evolving in diverse ways across the UK while facing both notable successes and challenges. This session will provide an overview of their development, emphasising how they balance immediate obstacles with long-term health improvements in alignment with the NHS's 10-year plan.

Amanda will explore the key achievements and pitfalls of ICBs and ICSs, exploring effective strategies for both short and long-term healthcare planning. She will share valuable insights into their ongoing integration within the healthcare landscape, equipping attendees with the knowledge and tools needed to navigate this complex environment effectively.

Amanda Sullivan
Chief Executive Officer
NHS Nottingham and Nottinghamshire ICB

NHS
Nottingham and Nottinghamshire
Integrated Care Board

12:50 - 13:10

Improving Real-Time Patient Flow in Mental Health Services

CLOSING KEYNOTE

This session delves into the pressing challenges of managing patient flow within mental health services, emphasising the need to reduce reliance on private out-of-area beds, cut costs, and enhance patient outcomes. Through a focus on innovative approaches, it explores the transformative potential of AI and real-time strategies to predict demand surges, optimise bed allocation, and streamline discharge planning.

Key insights include the pivotal role of community mental health teams and primary care in early detection and intervention, aiming to prevent crises before they escalate. By advocating for patient-centred care, this presentation provides practical, actionable solutions to improve operational efficiency, reduce expenditure, and deliver safer, more effective mental health services within local communities. Bridging Gaps in Healthcare Access

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13:10 - 13:20   **Chair's Closing Remarks**

13:20 - 13:35   **Coffee and Networking Break - Event Close**

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