

# HEALTHCARE STRATEGY FORUM



## EMPOWER AUTOMATE INNOVATE

HEYTHROP PARK RESORT, OXFORDSHIRE  
25th & 26th APRIL 2017

Introducing our  
Chair for the  
Forum...



**Deborah Needham**  
**Chief Operating Officer and  
Deputy Chief Executive**  
Northampton General Hospital

Northampton General Hospital **NHS Trust** **NHS**

## SPEAKERS



**Valerie Bartlett**  
**Deputy Chief Executive**  
Ashford & St Peters  
Hospital NHS FT

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



**Peter Knight**  
**Chief Information and  
Digital Officer**  
Oxford University Hospitals  
NHS FT

Oxford University Hospitals **NHS**  
NHS Foundation Trust



**Nick Venters**  
**Clinical Chief  
Information Officer**  
Leeds & York Partnership  
FT

Leeds and York Partnership **NHS**  
NHS Foundation Trust



**Umesh Prabhu**  
**Medical Director**  
Wrightington, Wigan &  
Leigh NHS FT

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



**Alec Price-Forbes**  
**Consultant  
Rheumatologist and  
CCIO**  
University Hospitals Coventry  
and Warwickshire NHS FT

University Hospitals  
Coventry and Warwickshire **NHS**  
NHS Trust



**Sanjay Arya**  
**Acting Medical  
Director**  
Wrightington, Wigan  
and Leigh NHS FT

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



**Phillipa Winter**  
**Chief Information  
Officer**  
Bolton NHS FT

Bolton **NHS**  
NHS Foundation Trust



**Brett Walmsley**  
**Chief Technology  
Officer**  
Bolton NHS FT

Bolton **NHS**  
NHS Foundation Trust



**Lynne Hodgson**  
**Director of Finance and  
Resources**  
North East Ambulance  
Service FT

North East Ambulance Service **NHS**  
NHS Foundation Trust



**Andrew Raynes**  
**IM&T Programme  
Director**  
Barking, Havering &  
Redbridge University  
Hospitals NHS Trust

Barking, Havering and Redbridge  
University Hospitals **NHS**  
NHS Trust



**Ben Boyd**  
**Associate Director for  
Transformation**  
North Staffordshire  
Combined Healthcare NHS  
Trust

North Staffordshire Combined Healthcare **NHS**  
NHS Trust



**Mark Nicholas**  
**National Lead Social  
Care**  
Health & Social Care  
Information Centre

**hscic** Health & Social Care  
Information Centre



**Tracey Scotter**  
**Director of Informatics**  
Sheffield Teaching  
Hospitals NHS FT

Sheffield Teaching Hospitals **NHS**  
NHS Foundation Trust



**John Bryant**  
**Head of Integration and  
Development**  
Torbay Council

**TORBAY**  
COUNCIL



**Fiona Boyle**  
**Head of Data Quality for  
Transformation**  
University Hospital  
Southampton NHS FT

University Hospital Southampton **NHS**  
NHS Foundation Trust



**Kiran Patel**  
**Chair and Clinical Lead**  
Bury CCG/Association  
Governing Group

**NHS**  
Bury Clinical Commissioning Group



**Caroline Chipperfield**  
**Associate Director**  
NHS Leadership Academy

**NHS**  
Leadership Academy



**Jane Hawkes**  
**Head of Procurement and  
Supplies & Scan4Safety  
Programme Lead**  
North Tees and Hartlepool  
NHS FT

North Tees and Hartlepool **NHS**  
NHS Foundation Trust



**Tony Stanyard**  
**Head of Procurement**  
Nottingham University  
Hospitals NHS Trust

Nottingham  
University Hospital **NHS**  
NHS Trust



**Jane Dale**  
**Chief Clinical Information  
Officer**  
The Dudley Group NHS  
Foundation Trust

The Dudley Group **NHS**  
NHS Foundation Trust



**Stephen Dorrell**  
**Chair**  
NHS Confederation

**NHS CONFEDERATION**



## MAIN THEMES

- Electronic patient records
- The future of the NHS
- Greater Manchester devolution
- 7 day working
- The integration of health and social care
- Leadership and culture
- Use of IT in the Community
- GS1

## EVENT AGENDA DAY ONE

08:00 - 08:25 **Registration and Networking Reception**

08:25 - 08:35 **Chair's Opening Remarks**



**Deborah Needham**  
Chief Operating Officer  
and Chief Executive  
Northampton General  
Hospital

Northampton General Hospital 

08:35 - 08:55 **Digital Hospital**



**Peter Knight**  
Chief Information  
and Digital Officer  
Oxford University  
Hospitals NHS FT

Peter Knight, Chief Information and Digital Officer will take a look at digital innovations can be implemented to radically change the way we deliver care.

How can information and digital change the system we are in today?

How can the NHS provide services that mean patients don't have to be in and out of hospitals?

How can we be more proactive in prevention?

How we can manage our business more effectively using data at the starting point?

Using examples from Oxford Universities plans to become a digital hospital, Peter will answer these questions.

Oxford University Hospitals   
NHS Foundation Trust

08:55 - 09:25

## The Fundamentals of STP's



**Stephen Dorrell**  
**Chair**  
NHS Confederation

Too often there are calls for the politics to be taken out of health care. Stephen Dorrell explains why that is neither practical or desirable. STPs have had a bad press, but the fundamental idea is a sound one. However the challenge is not just getting health and care working together but involving housing, public health, the voluntary sector and other providers to meet the needs of a locality. Stephen will argue that unless this can be achieved, with the necessary cultural change, data and information systems, regulatory reform and greater devolution we will have made poor use of the resources available and failed our citizens.



09:25 - 09:45

## Solution Provider Case Study

09:45 - 10:05

## Greater Manchester's devolution



**Kiran Patel**  
**Chair and Clinical Lead**  
Bury CCG/  
Association  
Governing Group

Dr. Kiran Patel is the clinical chair of The Association Governing Group, a clinically led collaboration of all 12 CCG's in Manchester, who's overall aim is to improve the health within the population of Greater Manchester. Dr Patel will discuss how they plan to deliver change and align to health and social care plans and the responsibilities that come with the Greater Manchester devolution.



10:10 - 10:30

## Solution Provider Case Study - Stream 1/2/3/4

10:30 - 10:45

## Coffee & Networking Break



10:45 - 11:05

## Solution Provider Case Study

11:10 - 11:30

## STREAM ONE

### The integration of systems into Leeds Care Record



**Nick Venters**  
Clinical Chief  
Information  
Officer  
Leeds & York  
Partnership FT

Buying technology is the easy part. There are many examples of the same systems being a success or failure depending on where they have been implemented. Why should this be? Nick does not claim to have the answer, but will share a few observations that he has made. To do this he will draw on his experience as senior user on EHR/EDRM/EPMA and clinical portal projects. Finally, Nick will give you a little background to Leeds Care Record and other innovations which the city is engaged in.

Leeds and York Partnership **NHS**  
NHS Foundation Trust

11:10 - 11:30

## STREAM TWO

### The Challenges facing Acute Trust Procurement in the current economic climate



**Tony Stanyard**  
Head of  
Procurement  
Nottingham  
University Hospitals  
NHS Trust

This presentation will examine the pressures and issues facing Procurement at a Trust level and then explore the challenges arising from the DoH and NHSi initiatives to standardise and centralise elements of procurement activity traditionally transacted locally rather than nationally.

This will cover the Lord Carter initiatives impacting on Procurement, the Future Operating Model, Product Price Index Benchmarking and the implementation of the eProcurement Strategy across the NHS

The presentation will be supported by a number of Power Point slides and will interactive with time for questions and challenges.

Nottingham **NHS**  
University Hospital  
NHS Trust

11:35 - 11:55

## Solution Provider Case Study - Stream 1/2/3/4

12:00 - 12:20

## How to Empower a Paperless NHS through Clinical Mobility



**Phillipa Winter**  
Chief Information  
Officer  
Bolton NHS FT



**Brett Walmsley**  
Chief Technology  
Officer  
Bolton NHS FT

Using virtual apps and desktops that clinicians can access from anywhere, on any device.

Within trust premises, clinicians and staff can access their apps and desktops on thin-client terminals. The solution uses single sign-on technology and terminals are equipped with RFID readers that allow users to tap their identity badges on the reader to instantly access their desktop session. With application management used to control user profiles and policies and dynamically provide a seamless user experience.

This is not just about technology as an enabler. It's not just about putting in faster machines. The desktop technology has changed the way our clinicians work. Staff can access high-definition, 3-D diagnostic quality images and all this is achieved with a single, non-persistent desktop image.

Bolton **NHS**  
NHS Foundation Trust



12:20 - 12:40

## Solution Provider Case Study

12:40 - 13:35

## Group 1 P2P Connect Speed Networking



12:40 - 13:35

## Group 2 - Group Discussion Leadership and Culture



**Umesh Prabhu**  
**Medical Director**  
Wrightington,  
Wigan & Leigh NHS  
FT



**Valerie Bartlett**  
**Deputy Chief  
Executive**  
Ashford & St Peters  
Hospital NHS FT

The NHS and Social care are two jewels in the Crown of our Nation. We must be very proud of these two great Institutions. Sadly both of them are in serious difficulty due to financial crisis. With Brexit, financial challenges are going to increase significantly over the next few years but it is important to address the challenges of the NHS and Social care by looking at them together, for which strong leadership is absolutely essential. For the success of any organisation leadership, culture, values, staff, clients and public engagement are essential along with good governance. If we get these right along with digital technology we can transform both the NHS and Social care. By transforming both we will be able to reduce wastage, duplication and inefficiency in the system and invest the money saved in to Primary care, Mental health, IT, Public health, Elderly care, Dementia and social care.

Devomanc, Vanguard, 5 years plan, STP all give us excellent opportunity to transform health and social care. Of course the challenge is huge, but leadership is all about facing these challenges and doing the right thing for the benefit of the community.

In this session we will discuss culture, values, value based leadership, governance staff and public engagement to transform health and social care.



**Caroline  
Chipperfield**  
**Associate  
Director**  
NHS Leadership  
Academy



Wrightington, Wigan  
and Leigh  
NHS Foundation Trust



Ashford and St. Peter's Hospitals  
NHS Foundation Trust



**NHS**  
Leadership Academy

13:35 - 14:30

## Networking Lunch



14:35 - 15:30

## Group 2 P2P Connect Speed Networking



14:35 - 15:30

## Group 1 - Group Discussion Leadership and Culture



**Umesh Prabhu**  
**Medical Director**  
Wrightington,  
Wigan & Leigh NHS  
FT



**Valerie Bartlett**  
**Deputy Chief  
Executive**  
Ashford and St  
Peters Hospital NHS  
FT



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



Ashford and St. Peter's Hospitals  
NHS Foundation Trust



**NHS**  
Leadership Academy

15:30 - 15:45

## Coffee & Networking Break



15:45 - 16:30

## Business Meetings



16:30 - 16:50

## Transformation through technology



**Tracey Scotter**  
**Director of Informatics**  
Sheffield Teaching  
Hospitals NHS FT

Tracey joined the NHS in November 2004 and is currently the Director of Information, Communications & Technology (ICT) for Sheffield Teaching Hospitals. She has significant experience of programme and project management, management of substantial human and financial resources and change management. Prior to joining the NHS, Tracey had wide ranging Information Technology experience in the private sector, working for Sun Life Assurance, Mercedes-Benz, Deloitte and Capital One Bank. She has recently led a large 'Transformation Through Technology' project that is the cornerstone of Sheffield Teaching Hospital's journey to become paperless by 2020.

Sheffield Teaching Hospitals **NHS**  
NHS Foundation Trust

16:55 - 17:15

## Solution Provider Case Study - Stream 1/2/3/4

17:15 - 18:15

## Business Meetings



18:15 - 18:35

## Coventry and Warwickshire's vision to become the healthiest Community in the UK



**Alec Price-Forbes**  
**Consultant Rheumatologist and CCIO**  
University Hospitals  
Coventry and  
Warwickshire NHS  
FT

The Health and Care system faces unprecedented challenges and needs modernisation to be fit for purpose. We have an opportunity to embrace and harness the technology revolution to reimagine and truly transform the way health and care is delivered. This presentation will describe the journey which University Hospitals Coventry and Warwickshire have made in developing and sharing a vision, within Coventry and Warwickshire, to become "The healthiest community in the UK". This has facilitated a new direction of travel away from siloed organisational thinking towards intentionally redesigning the health and care landscape together. We will share our experiences to date, focusing on the challenges and ultimate benefits which we anticipate for a 10 year modernization and transformation programme, which will be enabled by the deployment of a single integrated electronic citizen record (ECR).

University Hospitals **NHS**  
Coventry and Warwickshire  
NHS Trust

18:35 - 18:50

## Coffee & Networking Break - Day 1 Close



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



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



## DAY 2

08:20 - 08:35 **Coffee & Networking Break**



08:35 - 08:55

### **Implementing a healthcare logistics management platform - tracking health records on our journey to an EPR**



**Andrew Raynes**  
**IM&T Programme Director**

Barking, Havering  
& Redbridge  
University  
Hospitals NHS  
Trust

Barking Havering and Redbridge University Hospitals NHS Trust has implemented a tracking solution to manage health records using fixed RFID readers installed throughout the hospital and handheld devices that track down specific files like a metal detector. Using iFIT™ from 6PM, the Trust ensured the double dividend benefit of significantly reducing the number of missing medical records while improving clinical services and patient safety through automatic real-time information. Location information has helped eliminate many laborious filing processes such as time spent manually looking for records. Together with automation of tracking procedures the Trust has released 20% of physical space and vastly reduced the labour effort for health records staff. Benefits also include a reduction in department overheads and better security through improved auditability making a valuable contribution to IG toolkit requirements. The system has also introduced GS1 through clever bar code technology responding to Lord Carter of Coles.

Barking, Havering and Redbridge **NHS**  
University Hospitals  
NHS Trust



08:55 - 09:30

## Panel Session The integration of health and social care



**Mark Nicholas**  
**National Lead**  
**Social Care**  
Health & Social  
Care Information  
Centre



**Ben Boyd**  
**Associate**  
**Director for**  
**Transformation**  
North Staffordshire  
Combined  
Healthcare NHS  
Trust

This panel session will give you a unique opportunity to have an interactive discussion with representatives from NHS Trusts and Local Government Authorities who will be demonstrating the use of ambitious and innovative approaches to efficiently deliver integrated Health and Social Care. With a focus on how Informatics can improve the integration within Health and Social Care, how to make limited resources go further and how to get better outcomes for service users and patients; improving people's experience of health, care and support.



**John Bryant**  
**Head of**  
**Integration and**  
**Development**  
Torbay Council



Health & Social Care  
Information Centre

North Staffordshire Combined Healthcare



NHS Trust



09:30 - 09:50

## Solution Provider Case Study

09:55 - 10:15

## Solution Provider Case Study - Stream 1/2/3/4

10:15 - 10:30

## Coffee & Networking Break



10:30 - 12:00

## Business Meetings



12:00 - 12:20

## Patient online service



**Fiona Boyle**  
**Head of Data  
Quality for  
Transformation**  
University Hospital  
Southampton NHS  
FT

University Hospital Southampton NHS Foundation Trust has developed a 'patient online service' to share patient information between care providers and patient, using a secure electronic interface. A pilot for Prostate Cancer follow up patients has been very successful: many patients now have their condition monitored by clinicians remotely, preventing numerous face to face appointments, yet still in compliance with the national clinical framework. Patient feedback has been positive, and the system provides effective communication without detriment to clinical care. UHS is now building this system into commissioner contracts for a wide range of appropriate patient cohorts, to enhance care, transform services and bring greater efficiency. Fiona Boyle and colleagues will share the findings of the clinical, technological, and contractual journey.

University Hospital Southampton **NHS**  
NHS Foundation Trust

12:25 - 12:45

## STREAM ONE

### The Dudley Digital Trust Programme



**Jane Dale**  
**Chief Clinical  
Information  
Officer**  
The Dudley Group  
NHS Foundation  
Trust

Dudley Group of Hospitals has recently started a 10 year Digital Trust programme, following three key principles:

**Record:** deliver high-quality healthcare that is paper-free at the point-of-care

**Support:** give clinicians all the information they need to make clinical decisions with the patient

**Share:** enable appropriate clinical information to be shared with patients and other healthcare professionals

Simply putting in technology, without a review of its implementation and effectiveness, will not be effective. We recently implemented an out-of-hours task management system to improve patient safety and junior doctor workload, and achieved over 90% of electronic discharge summaries sent within 24 hours to the patients GP. We have taken a whole systems approach, overcoming the technical, clerical and clinical barriers that were preventing benefits from being fully realised. Ultimately, with clinicians and the IT team working together, we were able to deliver successful projects that have improved patient care.

#### Key messages:

Keep it simple for the end user, otherwise they will find another way

Involve clinicians and IT in the design and review of the project

Monitor performance at every stage

The Dudley Group **NHS**  
NHS Foundation Trust

12:25 - 12:45

## STREAM TWO

### The future is approaching – GS1



**Lynne Hodgson**  
**Director of Finance and Resources**  
North East Ambulance Service FT



**Jane Hawkes**  
**Head of Procurement and Supplies & Scan4Safety Programme Lead**  
North Tees and Hartlepool NHS FT

As part of improving safety and efficiency, the Department of Health have embarked on a programme of work to implement 'Scan for Safety' across the NHS. North Tees & Hartlepool NHS Trust were selected as an early adopter for this programme of work and have successfully implemented stage 1 of the project with a view to completing the detailed programme by October 2017.

The outcome of the work will enable an efficient way of recording the drugs, equipment and implants used on patients by utilising standard GS1 barcoding and scanning this information in to a patient's record. Each product used, member of staff administering treatment, each patient and the location where treatment is administered will all have a unique barcode. The scanning of this information will allow the relevant details to be recorded in the Electronic Patients Record, the stock management system and the payment system to give total automation for the recording of information, total traceability for the recall of products and more timely and accurate information for clinical decision making. This will improve patients safety and the efficiency of the NHS going forward.

We will share with you the progress made to date, the challenges we have had to overcome and the next stages of the programme the NHS is embarking on.



North East Ambulance Service **NHS**  
NHS Foundation Trust

North Tees and Hartlepool **NHS**  
NHS Foundation Trust

12:50 - 13:10

### Reducing mortality at weekends – through 7 day working



**Sanjay Arya**  
**Acting Medical Director**  
Wrightington, Wigan and Leigh NHS FT

There is a variation in care depending upon time of the day and the day of the week patients are admitted with increased risk of death associated with weekend emergency admissions. There is an alarming scaling down of services during weekends in acute trusts. Where there is a 7 day service, there is no observed difference in mortality rates in the week and at weekend. Mortality rate for weekend admissions is significantly higher among trusts with the fewest doctors. More senior staff per bed at weekends is associated with a lower weekend emergency mortality rate.

Increased senior clinician (doctors and nurses) presence over the weekend is a cost effective model. It reduces mortality, facilitates early decision making, reduces unnecessary investigations, reduces length of stay, reduces admission/ readmission and improves supervision of trainees. If the full benefits of 7 day Consultant service are to be realised, support services will also need to adopt 7 day working practice.

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

13:10 - 13:20

### Chair's closing remarks



13:20 - 13:35

**Coffee & Networking Break - Event Close**



13:20 - 14:20

**Lunch**

