Our 4th National Conference

Improving Urgent and Emergency Care

Tuesday 28th June 2016 – Central London

Chair:
Taj Hassan
President-Elect
Royal College of Emergency Medicine

Speakers Include:

Professor David Colin-Thomé
Former Chair
Urgent Care Commission and
Member of Advisory Group
All-Party Parliamentary Health Group

Deborah El-Sayed
Director of Digital and
Multi-Channel Development
NHS England

Ian Sturgess
Clinical Director
The Emergency Care Improvement Programme

Jay Banerjee
Consultant in Emergency Medicine
University Hospitals of Leicester
NHS Trust
An urgent and emergency care vanguard site

Helen Hosker
Clinical Co-Chair
Greater Manchester Urgent and Emergency Care Network

Contributors

The Royal College of Emergency Medicine

University Hospitals of Leicester
NHS Trust
About the Event

The Five Year Forward View and Urgent and Emergency Care Review triggered a transformation of urgent and emergency care plans across England. Our Improving Urgent and Emergency Care Conference offers an update on the progress of the innovative work being delivered by the urgent and emergency care vanguards to provide transferable strategies to successfully respond to the changing landscape of health and social care.

With increasing winter pressures and an ageing population, demands on urgent and emergency care services have never been greater. This practical event showcases case studies on where improvements to urgent and emergency care services are starting to demonstrate measurable results.

Take this opportunity to better understand multi-agency working in this area and learn about novel operational and workforce strategies that will allow you to deliver cost-effective and high quality care. Other key topics to be addressed include:

• The impact of seven day services on urgent and emergency care
• Improving patient flow and reducing the pressures on emergency departments
• Advancing the role of out-of-hours services and NHS 111

Attend to learn about the best practice work being delivered across the country that can be applied in your own locality to improve your urgent and emergency care strategies.

Benefits of Attending

• Hear about the urgent and emergency care vanguard sites to better understand the pioneering projects they are completing
• Learn from NHS England about the future of NHS 111 and plans to advance the service
• Examine proven models to improve patient flow through promoting self-care and adopting multi-agency working to minimise appointments and visits to A&E from frequent attendees
• Explore strategies to prepare for winter pressures through implementing innovative workforce plans, utilising the third sector and using data analytics to ready services
• Gain insight into ambulatory programmes that are adopting novel ways to advance the role, and quality of care, provided by ambulance teams
• Take away practical advice from Greater Manchester to better understand how integrated health and social care can improve urgent and emergency services

Who Should Attend

• Clinical Commissioning Groups
• Urgent Care Working Groups
• Emergency Departments and A&Es
• Hospital Planning, Strategy and Organisational Development Teams
• Provider and Commissioner Information and Analytics Leads
• Acute Medicine Teams
• Urgent Care Services
• Ambulance Services
• GPs
• Community Service Providers
• Out of Hours Providers
• NHS 111 Services
• Health and Wellbeing Boards
• Directors of Adult Social Services
• Commissioning Support Units
• NHS England Regional and Area Teams
• Voluntary Representatives

Forthcoming Events

Transforming Maternity Services
Thursday 26th May – Central London

Transforming Mental Health Care
Friday 24th June – Central London

Reshaping the Nursing and Care Workforce
Monday 27th June – Central London

Sponsorship and Exhibition Opportunities

We provide a range of flexible packages which offer your organisation a platform to network and communicate with key organisations in the public sector.

For further information please contact Moira McCarthy on 020 7202 0596 or email moira.mccarthy@capita.co.uk
09.20 Registration Tea and Coffee

09.50 Chair’s Extended Opening Remarks
• The scale of the challenge in urgent and emergency care
• Redefining the metrics of success and recalibrating quality in emergency care
• Strengthening the wider system and the vital role of true partnerships to create resilience

Taj Hassan, President-Elect
Royal College of Emergency Medicine

Keynote Address

10.20 Transforming Urgent and Emergency Care
• Examining the impact of the Five Year Forward View and the Urgent and Emergency Care Review on services
• Reviewing the initial feedback from the vanguard sites
• Improving the sustainability of primary care to reduce pressure on emergency departments
• Developing effective partnership working to improve services
• The role of the urgent and emergency care system in supporting patients with mental health issues

Professor David Colin-Thomé, Former Chair
Urgent Care Commission and Member of Advisory Group
All-Party Parliamentary Health Group

10.45 Questions and Discussion

10.55 Networking Tea and Coffee Break

11.25 Preparing for Winter Pressures
• Multi-agency working to ready yourself for winter pressures
• Utilising alternative professionals to ensure sustainable staffing through the winter months
• Working with voluntary sector to ease staffing challenges
• The role of the third sector, community services and GPs in preventing frequent attendees to emergency departments
• Using informatics and data analytics to inform your plans

Jay Banerjee, Consultant in Emergency Medicine
University Hospitals of Leicester NHS Trust
An urgent and emergency care vanguard site

11.50 Questions and Discussion

Operational Strategies to Improve Services

12.00 Workforce Transformation to Provide Seven Day Services
• Planning for seven day services through recruitment and restructuring to improve urgent and emergency care
• Developing innovative whole system workforce solutions to tackle the challenges in emergency departments
• Training and developing existing staff to fill gaps in the workforce
• Large scale behavioural changes to support frontline clinicians

Confirmed Senior Representative
Northumberland Tyne and Wear NHS Foundation Trust

12.20 Questions and Discussion

12.30 Networking Lunch

13.30 Integrated Working to Improve Urgent and Emergency Care
• The progress of health and social care integration in Greater Manchester
• Practical approaches to create resilient, integrated services
• Improving collaboration between different service providers
• Procurement routes for integrated services
• Integrating out-of-hospital urgent care

Helen Hosker
Clinical Co-Chair
Greater Manchester Urgent and Emergency Care Network

13.55 Questions and Discussion

14.05 Developing Effective Ambulatory Programmes
• Innovative ideas to respond to the changes to health and social care
• Delivering the Association of Ambulance Chief Executives’ plans for ‘2020 and Beyond’
• Changes to ambulance services to accommodate the demands on emergency care teams
• Improving the knowledge base of paramedics to deal with more complex cases without escalation to A&E

14.40 Networking Tea and Coffee Break

15.00 Ensuring Efficient Patient Flow
• Developing effective patient pathways
• Adopting a multi-discipline approach to minimising the visits from frequent attendees
• Combating delayed transfer of care in a reducing care home sector
• Promoting self-care and empowering patients to self-diagnose
• Allowing people to access the correct services seven days a week

Ian Sturgess
Clinical Director
The Emergency Care Improvement Programme
The Emergency Care Improvement Programme is supported by the Department of Health, NHS Trust Development Authority, NHS England and Monitor

15.25 Future Plans for NHS 111: Integration with the Whole Urgent and Emergency Care System
• Integrating the NHS 111 line with other primary and urgent care services
• Improving the knowledge base of the NHS 111 workforce to ensure they can accurately diagnose and escalate issues
• Developing the public’s confidence in NHS 111
• Communicating to patients and carers the importance of NHS 111 to improve patient flow

Deborah El-Sayed
Director of Digital and Multi-Channel Development
NHS England

15.50 Session Questions and Discussion

16.00 Chair’s Closing Remarks and Close of Conference

@capitaconf   #capitaconf Capita Conferences

CPD CERTIFIED
The CPD Certification Service
**DELEGATE DETAILS** (Please use BLOCK CAPITALS and complete in full)

**Correspondence Address**
- Organisation
- Address

**1st Delegate**
- Surname
- Forename
- Job Title
- Organisation
- Department
- Email
- Telephone
- Dietary/Access requirements

**2nd Delegate**
- Surname
- Forename
- Job Title
- Organisation
- Department
- Email
- Telephone
- Dietary/Access requirements

**3rd Delegate** Book a 3rd Delegate at half price*  
- Surname
- Forename
- Job Title
- Organisation
- Department
- Email
- Telephone
- Dietary/Access requirements

*Discounts cannot be combined and do not apply to concessionary rate

**INVOICE ADDRESS**
- Surname
- Forename
- Job Title
- Organisation
- Address
- Postcode
- Telephone
- Email

We will issue an invoice upon receipt of your booking and payment can be made: online by credit/debit card, BACS or cheque.

Payment terms are 30 days and payment must be received before the conference date.

I have read the terms and conditions and understand the cancellation policy.

**PAYMENT INFORMATION**

**Payments to**  
CAPITA BUSINESS SERVICES LTD.  
Bank: Barclays Bank Plc  
Sort Code: 20-67-59  
Account No: 60864978  
Email remittances: cleremittances@capita.co.uk or fax to 020 7504 3551

Please send payments, quoting conference code HS06163, to Capita Business Services Ltd. Accounts Receivable, PO Box 212, Faverdale Industrial Estate, Darlington DL1 9HN.

A VAT invoice will be issued on receipt of payment VAT No: 618 1841 40

**TERMS & CONDITIONS**

**CANCELLATIONS** confirmed in writing 14 days before the conference date will be refunded, minus an administration fee of £50 plus VAT.

We regret that no refund can be made after that date, although substitutions can be made at any time.

Capita are not able to offer refunds for cancellations arising from events outside of our control.

**VENUE AND REGISTRATION DETAILS** will be sent within 14 days of the event date. We cannot be held responsible for non arrival of this information, if you have not received within 7 days of the event date, please call us on 0870 400 1020.

**PROGRAMME AMENDMENTS** Capita reserves the right to alter the programme or venue without notice due to unforeseen circumstances.

**CHANGE OF DETAILS** Have your details changed, are they incorrect or you do not wish to receive any future mailings? Please email: conference.events@capita.co.uk.

**DATA PROTECTION** Capita Business Services Ltd may use your details to send you information about our further conferences and services. If you would prefer not to receive this information, please tick this box.

© COPYRIGHT 2016.