

Capita's 2nd National

Improving Patient Safety Conference

Thursday 30th September 2010 – Central London

Chair: Mike Browne, Medical Director
Walsall Hospitals NHS Trust

Speakers Include:

Murray Devine
Head, Patient Safety Policy
Department of Health

Hilary McCallion
Director of Nursing and
Education
South London and Maudsley
NHS Foundation Trust

Judy Hillier
Director of Clinical Excellence
and Delivery
Solent Healthcare

Dr Elizabeth Haxby
Lead Clinician, Clinical Risk
Royal Brompton and
Harefield NHS Foundation
Trust

Ben Alcott
Head of Safety Investigation
and Data Department
Civil Aviation Authority

Dawn Wardell
Director of Nursing, Quality
and Workforce
George Eliot Hospital



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CONFERENCES

Leeds Partnerships **NHS**
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Skills for
Health



A Capita Conference

Improving Patient Safety

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We will enable patients to rate hospitals and doctors according to the quality of care they received, and we will require hospitals to be open about mistakes and always tell patients if something has gone wrong.

The Coalition: Our Programme for Government, May 2010

Capita's 2nd National Improving Patient Safety Conference examines how to tackle one of the most important challenges facing health care today; making patient care safer.

The new Coalition Government has promised to revamp the health service in a bid to drive up standards. **Reporting incidents and being open and honest with patients remains key to improving services.** This conference provides the opportunity to share best practice on developing patient safety and **embedding a reporting culture.**

Key speakers will cover important issues including:

- **Disseminating learning from incidents** throughout your organisation
- Adapting clinical procedures to include **human factors**
- **Training and developing the workforce** to become leaders in patient safety
- **Communicating with patients and the public** to create an open culture
- Promoting **reporting and integrated risk management**

Attend this conference to benefit from **practical sessions tailored to your area of work and training requirements.** Take away knowledge to help you implement processes that will drive forward improvements in patient safety and care in your organisation.

Sponsorship and Exhibitor Opportunities

We offer 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 Annette Purcell on 020 7202 0576 or email annette.purcell@capita.co.uk

About us

Capita Conferences is one of the UK's leading conference providers to the public sector. For over 15 years we have attracted diverse and cross-cutting audiences from across the police, education, central and local government, health and the voluntary sector to our events. We provide neutral forums for learning as well as excellent networking opportunities and the chance to provide feedback on policy direct to the highest levels. We pride ourselves on our thoroughly researched, incisive programmes and have secured speakers including leading politicians, Government ministers, senior civil servants, directors of charities, expert practitioners and renowned academics. We have built our reputation by working in partnership with, and on the advice of, key government departments, experts and pressure groups.

Benefits of Attending

- Receive guidance from the **Department of Health** on how to build a patient safety culture
- Learn **lessons from the aviation industry** on how to embed safety processes
- Benefit from three **separate stream sessions** focused on **Primary Care, Acute Care and Mental Health**
- Understand how to **attract, build and develop a proficient workforce**
- Examine **medicine safety** and other associated risks
- Explore how to **quantify preventable harm and identify risks**
- Discover how to **increase learning from adverse incidents**
- Hear strategies for improving **infection control**
- Take away **practical advice** for dealing with the **risk of self-harm and suicide**
- Gain guidance on how to deliver **improvements in clinical effectiveness**



Who Should Attend

All those from across the NHS responsible for managing patient safety and providing care for patients, including:

- Chief Executives and Chairs
- Directors of Governance
- Medical Directors and Directors of Nursing
- Patient Safety Teams
- Clinical Governance Teams
- Patient and Public Involvement Teams
- Risk Management Teams
- Quality Improvement Teams
- Clinical Audit Teams
- Clinical Guidelines Coordinators
- Clinical Excellence Consultants
- Infection Prevention and Control Teams
- Education and Training Teams
- Personal and Professional Development Teams
- Clinical Information and Performance Teams
- Complaints and Patient Advice and Liaison Teams
- Corporate Affairs Teams
- Legal Services Teams
- Service Assurance and Improvement Teams
- Commissioning Teams
- Modernisation Teams
- Public Health Teams
- Community Health Service Providers
- Consultation and Support Services
- Acute Medical Units
- Allied Health Professionals
- Executive Agencies, NDPBs and Special Health Authorities

Forthcoming Events for 2010

Commissioning Community Health Services – 13th July – Central London

Quality Accounts in the NHS – 28th September – Central London

Patient Choice – November – Central London

Capita's event management service

Our event management service offers you the opportunity to tap into the resources and skills of a renowned market leader in the UK conference business. With ten years event management experience, we have a proven track record in co-ordinating a diverse range of events, from breakfast seminars to large-scale national policy conferences. Whether you require a complete package or selected aspects, Capita will tailor its services to meet your organisation's specific requirements. Contact Liz Brownbill on 020 7227 6569 or email liz.brownbill@capita.co.uk

CPD

To receive your certificate of attendance for CPD points please email capita.conferences@capita.co.uk quoting your name, booking reference number and the title of the event.

Programme

09.15 Registration, Tea and Coffee

09.45 Chair's Opening Remarks

Mike Browne, Medical Director, Walsall Hospitals NHS Trust

Keynote Address

10.00 Building a Commitment to Safety

- Understanding the causes of harm to patients: error versus harm
- The role of measurement in improving safety

Murray Devine, Head, Patient Safety Policy
Department of Health

10.30 Questions and Discussion

10.40 Adapting Clinical Procedures to Include Human Factors

- Understanding human factors

Matthew Sargeant, Associate Medical Director
Hywel Dda Health Board and
Member, Clinical Human Factors Interest Group

11.05 Questions and Discussion

11.15 Tea and Coffee

11.45 Lessons from Industry – Safety Processes

- Effective safety protocols that can be transferred from the aviation industry to health

Ben Alcott, Head of Safety Investigation and Data Department
Civil Aviation Authority

12.05 Questions and Discussion

12.15 Situation, Background, Assessment, Recommendation (SBAR)

- Improving communication

Rebecca Bartholomew, Associate

NHS Institute of Innovation and Improvement

12.35 Questions and Discussion

12.45 Lunch

DELEGATES CHOOSE TO ATTEND ONE OF THE FOLLOWING STREAM SESSIONS

Stream A: Safety in Primary Care

13.45 Workforce Development to Raise Quality and Productivity

- Attracting talent in primary care
- Candace Miller, Director, Strategic Workforce Transformation Skills for Health

14.05 Questions and Discussion

14.15 Involving and Communicating with Patients and the Public

- Being open policy: communicating patient safety incidents

Peter Walsh, Chief Executive
Action against Medical Accidents (AvMA)

14.35 Questions and Discussion

14.45 Tea and Coffee

15.15 Transition of Care Between Acute and Community Settings

- Ensuring medicine safety
- Safety challenges in offender health

Judy Hillier, Director of Clinical Excellence and Delivery
Solent Healthcare

15.35 Questions and Discussion

15.45 Integrated Patient Safety and Risk Management

- Promoting organisational learning in commissioning

Liz Buxton, Deputy Director, Clinical Quality
NHS North East Essex

16.05 Questions and Discussion

16.15 Close of Conference

Stream B: Safety in an Acute Setting

13.45 Developing the Workforce and Making Effective Use of Resources

- Leading and supporting staff to build a strong focus on patient safety

Helen O'Keefe, Acting Deputy Director of Nursing
East Kent University Hospitals NHS Foundation Trust

14.05 Questions and Discussion

14.15 Training and Supporting Staff to be Open with Patients

- Developing non-technical skills
- Dr Elizabeth Haxby, Lead Clinician, Clinical Risk

Royal Brompton and Harefield NHS Foundation Trust

14.35 Questions and Discussion

14.45 Tea and Coffee

15.15 Improving Infection Control Processes

- Identifying and managing risk
- Rose Gallagher, Nurse Advisor Infection Prevention and Control
Royal College of Nursing

15.35 Questions and Discussion

15.45 Risk Management for Safer Hospitals

- Identifying and quantifying the nature and amount of preventable harm
- Dawn Wardell, Director of Nursing, Quality and Workforce and
Caroline Corkerry, Head of Governance
George Eliot Hospital

16.05 Questions and Discussion

16.15 Close of Conference

Stream C: Safety in Mental Health Services

13.45 Training and Development of Staff

- Creating leaders of the future
- Dr Ben Thomas, Professional Advisor for Mental Health and Learning Disability Nursing
Department of Health

14.05 Questions and Discussion

14.15 Developing Operational Systems to Improve Patient Safety

- Learning from adverse incidents
 - Dealing with the risk of self-harm
- Gareth Flanders, Patient Safety Manager
Leeds Partnerships NHS Foundation Trust

14.35 Questions and Discussion

14.45 Tea and Coffee

15.15 Promoting Reporting

- Removing the barriers to reporting incidents and providing feedback
- Hilary McCallion, Director of Nursing and Education
South London and Maudsley NHS Foundation Trust

15.35 Questions and Discussion

15.45 Integrated Risk Management

- Using multiple data sources to identify risks and measure performance
 - Influencing clinical processes
- Paul White, Head of Risk and Safety
Sussex Partnership NHS Foundation Trust

16.05 Questions and Discussion


16.15 Close of Conference

Booking Form


Improving Patient Safety

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Easy ways to book

 FAX your completed form to 0870 165 8989

 ONLINE www.capitaconferences.co.uk

 POST your completed form to: Capita Conferences Administration, Ground Floor, 17-19 Rochester Row, London, SW1P 1LA

 ENQUIRIES 0870 400 1020

****Book a 3rd delegate @ 1/2 price**
This offer may not be used in conjunction with other discounts

BOOKING REF CODE: MKBA

DELEGATE DETAILS (Please use BLOCK CAPITALS and complete in full)

Correspondence address

Organisation
Address
Post code

Invoice address (if different from above)

Surname	Title
Forename	
Job Title	
Department	
Organisation	
Address	
Post code	
Telephone	

1st Delegate

Surname	Title
Forename	
Job Title	
Department	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	

2nd Delegate

Surname	Title
Forename	
Job Title	
Department	
Organisation	
Email	
Telephone	
Fax	
Dietary/Access requirements	

Payment details

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Public Sector (non Central Govt) @ £350.00 plus VAT No. of delegates

Central Govt and Agencies @ £445.00 plus VAT No. of delegates

Private Sector @ £545.00 plus VAT No. of delegates

**Concessionary Discount @ £225.00 plus VAT No. of delegates

** Charities registered with the Charity Commission, Tenant Groups, Patient Groups and Older People's Forums are eligible for this discount.

Charity Commission Registration No.

Please indicate which Stream you would like to attend

Stream A Stream B Stream C

TOTAL NUMBER OF DELEGATES

TOTAL COST £

Cheque enclosed

Please invoice me

Your Purchase order/Reference number

Please note that we will issue an invoice upon receipt of booking. We cannot apply numbers at a later date.

Credit/Debit card payments - **On receipt of your invoice**

Call our credit card hotline 0870 160 7630

or make an online payment at: www.capitafinance.co.uk

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

Signature

Documentation*

If you are unable to attend the event but would like to receive the supporting documentation, this can be supplied as either a hard copy (by post) or a PDF file (supplied by email). Please post or fax this form with contact, address and payment details

Please send me	<input type="checkbox"/> PDF @ £95 - plus VAT	NB: Documentation will be sent out after the event
	<input type="checkbox"/> Paper @ £95 - VAT not applicable	

Methods of payment

All payments must be received before the Conference date.

By Cheque: Payable to **CAPITA BUSINESS SERVICES LTD.**

Please ensure delegate name(s), organisation and invoice number are written on the back.

By BACS: Bank: Barclays Bank Plc. Sort Code: 20-67-59. Account No: 60864978. Account Name: Capita Business Services Ltd. BACS remittance forms required as payment confirmation.

By Credit/Debit card: On receipt of your invoice – Call our credit card hotline 0870 160 7630 or make an online payment at: www.capitafinance.co.uk

Please send payments to: Capita Business Services Ltd. Accounts Receivable, PO Box 212 Faverdale Industrial Estate, Darlington DL1 9HN and quote

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

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 quoting the booking reference code on the mailing label. Our conferences are mailed in advance so there may be a short delay in your details being changed.

Hotel accommodation

The conference fees do not include accommodation. For special accommodation rates, please contact Capita Business Travel on Tel: 0871 521 9816 or email capexternal@capita.co.uk. You must quote the title of the Conference for preferential rates.

Documentation

*Invoices issued after the event when order processed. Payment by credit/debit card or BACS can be made upon receipt of invoice. If paying by cheque, invoice will act as a receipt.

Discounts

**Special offers may not be used in conjunction with other discounts.

Terms & conditions

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.

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

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.

Programme Amendments: Capita reserves the right to alter the programme or venue without notice due to unforeseen circumstances.

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.

Personal data provided on this form will not be passed to any external bodies.

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