

Community health care services

What does good look like?

26 March 2015

Programme



9.00am **Registration, refreshments and networking**

9.50am - 11.10am **Session one: Opening plenary**

9.50am **Welcome and introduction**
Dr Johnny Marshall, Director of Policy, NHS Confederation

9.55am **Transforming community health services in London**
Caroline Alexander, Chief Nurse, NHS England, London Region

10.15am **Panel session: The challenges and opportunities for improving and developing community services**

- **Caroline Alexander**, Chief Nurse, NHS England, London Region
- **Caroline McNamara**, Clinical Lead, Adult Business Unit, Leeds Community Healthcare NHS Trust
- **Dr Crystal Oldman**, Chief Executive, Queen's Nursing Institute
- **Matthew Winn**, Chief Executive, Cambridgeshire Community Services NHS Trust and Chair, NHS Confederation Community Health Services Forum

10.55am **Questions and discussion**

11.10am **Refreshment break and networking**

11.40am - 12.40pm **Session two: What does good look like?**

11.40am **Welcome and introduction**
Catherine Foot, Assistant Director of Policy, The King's Fund

11.45am **Regulating community health services**
Ellen Armistead, Deputy Chief Inspector, Care Quality Commission

12.05pm **How and what should we measure to ensure quality?**
Dr Christina Walters, Programme Director, Community Indicators Programme
Andrew Barber, Technical Consultant, Community Indicators, Outcome Measures and Payment System Development Programme

12.25pm **Developing and testing national measures on community services**
Dr Vineta Bhalla, Senior Consultant and Head, Community Healthcare Sector Development, NHS Trust Development Authority

12.30pm **Questions and discussion**

12.40pm **Buffet lunch and networking**

1.40pm - 2.55pm **Session three: Best practice breakout sessions**

Delegates should choose to attend one of the following three breakout sessions. Places are allocated on a first come, first served basis to maximum capacity. Please sign up for your breakout in the catering area.

A: Quality assurance - how are you using data locally to measure for quality?	B: Working with patients and communities - what are you doing to involve patients and their families and carers to make your services more person-centred?	C: Partnerships and relationships with other parts of the system - how are you building effective local partnerships across health and social care?
Maxwell room, first floor	Maynard theatre, lower ground floor	Marlborough theatre, second floor

Maxwell room, first floor	A: Quality assurance- how are you using data locally to measure for quality?
1.40pm	Welcome and introduction Dr Vineta Bhalla , Senior Consultant and Head, Community Healthcare Sector Development, NHS Trust Development Authority
1.45pm	The use of PROMs (Patient Reported Outcome Measures) in a community setting Iain Cockley-Adams , Service Improvement Manager, Gloucestershire Care Services NHS Trust
2.05pm	Over2You Quality Volunteers Ruby Smith , Head of Personalisation, South Yorkshire Housing Association
2.25pm	PROMS in Practice: The Collection Analysis and Reporting of quality of life indicator EQ5D in rehabilitation services in Cambridgeshire Community Services Andrew Bateman , Physiotherapist and Service Manager, Oliver Zangwill Centre for Neuropsychological Rehabilitation, Cambridgeshire Community Services NHS Trust
2.50pm	Questions and discussion

Maynard theatre, lower ground floor	B: Working with patients and communities- what are you doing to involve patients and their families and carers and to make your services more person-centred?
1.40pm	Welcome and introduction Alison Palmer , Carer
1.45pm	Sue Ryder - Community and peer support for people with dementia Paul Harper , Business Development Manager, Sue Ryder Denise Robinson , Doncaster Befriending Services Manager, Sue Ryder
2.05pm	Involvement for Influence: the 4PI framework Alison Faulkner , Consultant, National Survivor User Network
2.25pm	"I know it because I live it": An in-clinic peer mentorship scheme to improve outcomes in adolescents living with HIV Alison Barnes , Strategic Consultant, Body and Soul Charity
2.50pm	Questions and discussion

Programme

Marlborough theatre, second floor	C: Partnerships and relationships with other parts of the system - how are you building effective local partnerships across health and social care?
1.40pm	Welcome and introduction Asmina Remtulla , Volunteer
1.45pm	DIY Health Project Emma Cassells , Patient First Project manager, Bromley by Bow Health Partnership
2.05pm	'The Step up Service' Nikie Catchpool , Joint Clinical Lead/Consultant Occupational Therapist and Macmillan Professional, Bath Centre for Fatigue Services Anne Johnson , Joint Clinical Lead/Consultant Occupational Therapist and Macmillan Professional, Bath Centre for Fatigue Services
2.25pm	The InterCare Diabetes service - working across organisational boundaries to develop a whole system integrated approach to diabetes care Dr Paru King , Consultant Physician and Lead for integrated Care, Derby Hospitals NHS Foundation Trust
2.50pm	Questions and discussion

2.55pm **Refreshment break and networking**

3.15pm - 4.30pm **Session four: Best practice breakout sessions**

Delegates should choose to attend one of the following three breakout sessions. Places are allocated on a first come, first served basis to maximum capacity. Please sign up for your breakout in the catering area.

D: Supporting and encouraging team working - what are you doing to support team working?	E: Working with patients and communities - what are you doing to involve patients and their families and carers and to make your services more person-centred?	F: Partnerships and relationships with other parts of the system - how are you building effective local partnerships across health and social care?
Maxwell room, first floor	Maynard theatre, lower ground floor	Marlborough theatre, second floor

Maxwell room, first floor	D: Supporting and encouraging team working - what are you doing to support team working?
3.15pm	Welcome and introduction Viccie Nelson , Transformation of Community Services Lead, NHS England (London region)
3.20pm	Lewisham Foot Health Integrated Wound Care Team Stephanie Brooks , Domicillary Chiropractic Manager, Lewisham and Greenwich NHS Trust Ciaran Devlin , Podiatry Lead, Lewisham and Greenwich NHS Trust
3.40pm	Building Capacity in Community Teams (Glue, Sticking Plaster and Wicked Elephants) Dave Hearn , Darzi Fellow in Clinical Leadership, Oxleas NHS Foundation Trust

Programme

4.00pm	The Holistic Worker Model Stephen Upton , Assistant Director of Urgent Care and Transformation, Nottingham CityCare Partnership
4.20pm	Questions and discussion

Maynard theatre, lower ground floor	E: Working with patients and communities- what are you doing to involve patients and their families and carers and to make your services more person-centred?
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3.15pm	Welcome and introduction Brian Clare , Carer and Advocate
3.20pm	Patient and carer panel: Working towards excellence together Mark Donovan , Patient Experience and Engagement Lead, Shropshire Community Health NHS Trust Andy Rogers , Communications Manager, Shropshire Community Health NHS Trust
3.40pm	The Millom Model Dr John Howarth , GP and Director of Service Improvement, Cumbria Partnership Foundation Trust Jenny Brumby , Community Champion, Millom Health Action Group
4.00pm	Love Barrow families Project Trina Robson , Love Barrow families Project Lead, Cumbria Partnership NHS Foundation Trust
4.20pm	Questions and discussion

Marlborough theatre, second floor	F: Partnerships and relationships with other parts of the system: how are you building effective local partnerships across health and social care?
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3.15pm	Welcome and introduction Kate Ravenscroft , Policy Manager, NHS Confederation
3.20pm	Southern Trust Acute Care at Home Team Dr Patricia McCaffrey , Clinical Director and Consultant Geriatrician, Southern Health and Social Care Trust, Northern Ireland Eamon Farrell , Transforming Your Care Service Implementation Lead, Southern Health and Social Care Trust, Northern Ireland
3.40pm	Connecting across services Lyn Bacon , Chief Executive, Nottingham CityCare Partnership Karen Frankland , Director of Business and Marketing, Nottingham CityCare Partnership
4.00pm	@home-LAS Appropriate Care Pathway Karen Titchener , Deputy Head of Nursing/Clinical Lead GSTT@home, Guy's and St Thomas' NHS Foundation Trust Jaqui Lindridge , Consultant Paramedic, Medical Directorate, London Ambulance Service NHS Trust
4.20pm	Questions and discussion

4.30pm - 5.15pm Session five: Closing Plenary

4.30pm **Welcome back**
Catherine Foot, Assistant Director of Policy, The King's Fund

4.35pm **Panel session: Key lessons from the breakout sessions**

- **Dr Vineta Bhalla**, Senior Consultant and Head, Community Healthcare Sector Development, NHS Trust Development Authority
- **Brian Clare**, Carer and Advocate
- **Viccie Nelson**, Transformation of Community Services Lead, NHS England (London region)
- **Kate Ravenscroft**, Policy Manager, NHS Confederation
- **Asmina Remtulla**, Volunteer
- **Alison Palmer**, Carer

4.55pm **Questions and discussion**

5.05pm **Closing comments**
Catherine Foot, Assistant Director of Policy, The King's Fund

5.15pm **Close of conference**