

# Oscar Krane

## Event Programme

**Tuesday 27th - Wednesday 28th November 2018**



**Hertfordshire Community**  
NHS Trust

**Milton Keynes University Hospital**   
NHS Foundation Trust

**Brighton and Sussex**   
University Hospitals  
NHS Trust

**Imperial College Healthcare**   
NHS Trust

**Dorset County Hospital**   
NHS Foundation Trust

**Coventry and**   
**Warwickshire Partnership**  
NHS Trust

**Central and**   
**North West London**  
NHS Foundation Trust

**Western Sussex Hospitals**   
NHS Foundation Trust

**Moorfields**  
**Eye Hospital**   
NHS Foundation Trust

**NHS**  
**England**

*Medway*  
COUNCIL  
*Serving You*



**Excellence In**  
**Healthcare**



**Waltham Abbey Marriott Hotel**  
**Old Shire Lane**  
**Waltham Abbey**  
**EN9 3LX**  
**United Kingdom**

**Excellence In Healthcare will bring together senior leaders from across Health and Social Care to network with each other and discuss the current hot topics including:**

- Uses for AI
- End of Life Care
- How to get EPR right?
- Trust wide improvement
- Commissioning a new culture
- IT Infrastructure - Onsite v's Cloud
- GDPR - Did the EU get something RIGHT?
- Business Intelligence as an Enabler for Efficiency
- Improving patient care by enabling technological innovation
- Designing and implementing a proper IT Strategy prior to deliver

**All attendees will be able to share their own experiences and the challenges they are currently facing. In addition, you will then have the opportunity to look at different ways of addressing these problems and an overall look at where we were, where we are and what needs to be done.**



**EXCELLENCE IN HEALTHCARE**

**TUESDAY 27TH NOVEMBER 2018**

**15.00 - 18.00**

**Hotel Check-in and Free Time**

**19.00 - 20.30**

**Registration and Drinks Reception**

**20.30 - 22.30**

**Networking Dinner**



# EXCELLENCE IN HEALTHCARE

WEDNESDAY 28TH NOVEMBER 2018

07.45 - 08.20

**Registration, Tea, Coffee and Pastries**

08.20 - 08.30

**Chair's Welcome and Opening Remarks**



**Barry Moulton**

Chair



**Excellence In  
Healthcare**

08.30 - 09.00

**Walk BEFORE you run**



**Eddie Olla**

Regional Director -  
Patients and  
Information



A common saying in everyday life, but one the NHS doesn't always seem to adopt, whether it be on a local level or a national one. We constantly hear about new initiatives, new technologies, new ways of working and the need to improve. However, we often rush into one if not all of these without having a proper road map

Failing to prepare is preparing to fail - This presentation will give you food for thought about how to set a strategy but one which is future proof to allow for changing requirements, curve balls and bumps in the road including:

Working relationships between NHS England and Trusts  
Collaboration on a regional and local level  
Standards expected for delivery of care and technology  
Update on new strategy around AI

09.00 - 09.30

## IT infrastructure - Cloud v's onsite



**Pushpak Nayak**

Head of ICT  
Operations



This presentation will talk about Imperial College Healthcare NHS Trust's decision to use physical onsite storage solutions as oppose to cloud-based ones.

Push will talk about the pros and cons of each, how they came to conclusion and why they chose this supplier in particular including:

Primary Storage Replacement - Huawei SANS – Implementation update

NHS SOS – A real story of how Tech partners came to the rescue of an NHS Trust.

Windows 10 with VDI at Imperial

09.30 - 10.00

## Your Life Line 24/7



**Manpareet  
Dhaliwal**

Associate Director  
of Finance,  
Performance and  
Contracts



**Alex  
Prinsley**

Business &  
Transformation  
Manager



**Barbara  
van Brummen**  
Clinical Nurse  
Specialist  
Palliative Care



**Clodagh  
Warde**  
Director  
Social Finance

- Central and North West London NHS Foundation Trust (CNWL) as a partner of Hillingdon Health Care Partners (HHCP), and in collaboration with Hillingdon CCG and the Social Finance End of Life Care (EOLC) Incubator, are working to improve care for patients in the last phase of life.

- The product of this collaboration, "Your Life Line 24/7", is a nurse-led service aimed at supporting patients to die at home if they would like to. The service intends to improve access to palliative care and nursing support in Hillingdon in order to achieve this.

- "Your Life Line 24/7" will deliver a 24 hour advice and support telephone line. It will work to coordinate existing services, increasing and improving access to services and information for patients, carers and health care professionals. An overnight nursing service provides a reactive service to compliment other community nursing services and to support these patients 24 hours a day, 7 days a week.

- This programme is delivered by CNWL on behalf of HHCP, the Integrated Care System consisting of The Hillingdon Hospitals, CNWL, Hillingdon GP Confederation and H4All (voluntary sector consortium). The collaboration seeks to develop new ways of working to deliver high quality, integrated services.

- The service which went live on September 11th 2018 is funded via Social Finance's EOLC Incubator, with support from Macmillan, National Lottery funding from Big Lottery Fund, and other investors. Under this arrangement, Hillingdon CCG will repay the investment from Social Finance's EOLC Incubator the service achieves its outcomes to increase no. of patients dying in their preferred place of care.



**Central and  
North West London**  
NHS Foundation Trust

10.00 - 10.30

## Tea and Coffee Break

10.30 - 11.30

## Networking Meetings

11.30 - 12.00

### Business Intelligence as an Enabler for Digital Transformation and Efficiency

The NHS is rich in data but intelligence hungry.

Data is often provided by individual departments in a silo way, in different formats and detail, leaving the decision maker to do the interpretation and gain the insight.

Business Intelligence tools can facilitate and enable a more dynamic, efficient and data driven approach to decision making which is why Coventry and Warwickshire Partnership Trust have taken the leap with QlikSense and begun their journey towards delivering intelligence to enable transformation and efficiency within clinical and operational services.



**Jayne Flynn**

Assistant Director of  
Systems, Information  
and Intelligence

Coventry and Warwickshire   
Partnership Trust

12.00 - 12.30

### Moorfields Eye Hospital - The journey to Trust-wide data literacy

During this session the Performance and Information team at Moorfields Eye Hospital NHS Foundation Trust discuss how Qlik Sense is being used across Corporate, Clinical and Operational functions of the Trust to improve:

- Quality of care
- Efficiency
- Performance

Great emphasis will be placed on how the tool encourages self-sufficiency of data-discovery and a great visual experience, as well as the Trust's plan to expand coverage of the BI platform.



**Ranjita Sen**

Head of Performance  
& Information

Moorfields  
Eye Hospital   
NHS Foundation Trust

12.30 - 13.00

## EPR by Stealth: Smoothing the way for Paper Free Clinics



**Ruth Gardiner**  
Clinical Systems  
Manager

  
Dorset County Hospital  
NHS Foundation Trust

A Chief Clinical Information Officer is a standard job title in almost all Healthcare Trusts in the United Kingdom. Why did we need them? To involve clinicians in the design of technology uses within Healthcare organisations and to ensure that the technology is built around the needs of the clinicians on the front line rather than fitting clinicians into the technology. Sounds straight forward and simple enough! However, how one wants something to be and the reality of it can be very different.

During this session we will explore how to use clinically driven user design to effectively enable paper free clinics and draw on the experiences of Dorset County Hospital in their aspirations to accomplish this paper free environment. The journey can be challenging but the results speak for themselves.

13.00 - 14.00

## Lunch

14.00 - 14.30

## A Pub Chat -

### Did the EU get something RIGHT

We heard about it for years and were inundated with emails, opt in otherwise you won't hear from us again, sound familiar? How has this affected when it comes to patients?

GDPR was not a one hit wonder, it is a constantly evolving process but with so many misconceptions about it how can we work with it when so many variations of what it means in existence? This "Pub Chat" in the style of Smith and Jones should give everyone some food for thought and hopefully dispel some myths.



**Andrew Harvey**  
Head of Information  
Governance



**Barry Moulton**  
Chair

Brighton and Sussex   
University Hospitals  
NHS Trust

  
Western Sussex Hospitals  
NHS Foundation Trust



14:30 - 15:00



**Damian Smith**  
Head of IT



## From ICA to AI - The Future of Healthcare For Elite Athletes

The England and Wales Cricket Board (ECB) is the national governing body for all cricket in England and Wales. The ECB has an extensive remit; responsible for grassroots cricket, through the professional ranks of the 18 first-class counties, and rising to the elite level. As with all elite sports organisations, the health of the ECB players is critical to its success on the international leaderboard. But, for ECB, it's also about preventive medicine (particularly injury avoidance), optimising performance and developing best practices. And, for this, you need data. In this session, Damian Smith will discuss ECB's motivations for storing, protecting and sharing its players' medical image data and why it selected BridgeHead's Independent Clinical Archive (ICA), HealthStore™; how HealthStore is currently helping the ECB to improve care delivery for its players; and, finally, the role of artificial intelligence (AI) in paving the way for the future of healthcare and performance in elite sport.

15.00 - 15.15

## Tea and Coffee Break

15.15 - 16.00

## Networking Meetings

16.00 - 16.30

## Information Governance "Weathering the Storm"



**Heidi Walker**  
Information  
Governance  
Manager

Milton Keynes University NHS Foundation Trust is an Acute hospital with 3,000 staff and a 400 bed capacity

Our vision is to be the healthcare provider of choice for the people of Milton Keynes and surrounding areas. We aim to deliver the right treatment in the right place at the right time. Information Governance is an integral part of this very busy hospital as whilst delivering excellent care we make sure the Integrity, Availability and Confidentiality of the information is paramount.

Let us give you an insight on how we achieve this in Milton Keynes and how Information Governance is seen as an enabler not an obstacle.



**Dawn Budd**  
Information  
Governance  
Manager



16.30 - 17.00



**Jackie Brown**

Head of Children and  
Adults PMO



**Bob Wilde**

ICT Change Manager



## A Hardware and Software Journey

The working practices for Social Care workers at Medway Council had changed little in 15 years; they were predominantly paper based with the data collected being manually transferred to the back office system. Staff were struggling to keep up with the paper work, complete their visits and deliver a satisfactory service.

We took over 420 social care workers on a rapid journey through a time portal and on to the latest technology in the 21st century. Using the latest products from Microsoft (hardware and software), we have totally transformed the operation of the social care workers. This has also provided the foundation for transforming the technology for the rest of Medway Council.

We will take you through the challenges we faced, the solution we implemented and the benefits this has delivered to social care workers and the residents they support.

17.00 - 17.30



**Taps Mtemachani**

Senior  
Commissioning  
Manager

  
Dudley  
Clinical Commissioning Group

## Commissioning a New Culture - The Dudley Way

### Transformation, and urgently please!

- Change drivers - Current climate, FYFV, GPFV
- Same in – same out! – (current local issues)
  - o Provider / Commissioning landscape
  - o Tipping the balance of power – shifting activity, delivering outcomes

### Transactional Leadership – Contract is King!

- How do we leverage the contract to transform healthcare systems?
  - o Example in Dudley

### A Transformed Leadership

- Radicalisation of the system
- A Hybrid Leadership
- Broadening the leadership scope – creating a new generic

**Transformation begins with you!**



**17:30 - 18:00**

## **Service Improvement. Ensuring Quality is the Driver!**



**Simon Harwin**

**Deputy General  
Manager, Children  
and Younger  
People's Service**

**NHS**  
Hertfordshire Community  
NHS Trust

Topics to be discussed include:

- Approach's used to improve services , Mental health vs Community Trust.
- How do we underpin transformation with a focus on quality Improvement.
- Challenges and opportunities when adopting a QI approach

**18:00 - 18:10**

## **Closing Remarks and Event Finish**