

Oscar Krane

WE ARE ENGAGEMENT

EVENT PROGRAMME

Tuesday 6th & Wednesday 7th June



EXCELLENCE IN HEALTHCARE

Primary Care
Sheffield

NHS
Coventry and
Warwickshire
Integrated Care Board


Department
of Health &
Social Care

NHS
Doncaster and Bassetlaw
Teaching Hospitals
NHS Foundation Trust

NHS
Royal Papworth Hospital
NHS Foundation Trust

NHS
Business Services Authority

NHS
Cheshire and Merseyside

NHS
Tayside

Never in recent memory has the world been affected by one incident as much as the COVID-19 pandemic. It has caused the planet to grind to a halt almost overnight and has put untold pressure onto the NHS like never before. Whilst most organisations have been able to allow their staff to work from home across the board the NHS has still had to have people physically in the Trust to deliver frontline care to those in need. However, most back office staff have been working remotely to ensure that the risk of transmission is as low as possible with their workload going through the roof. Pressure has been put on everyone from the Chief Executive through to the front line clinicians.

Digital Transformation, something which almost every Healthcare organisation has wanted to undertake, has typically had a delivery timeframe of years but COVID-19 has seen this cut, in many occasions to a matter of weeks. In addition, alongside this we have seen processes which were originally put in place to protect patients removed for the very same reason. So why and how have timeframes for delivery been slashed and potential blockers been removed? How do we ensure that we do not slip back to the old ways of working but also ensure that we do check back and make sure the new digital transformation agenda is built upon solid foundations?

Topics to be discussed include:

• AI / BI • Cyber Security • Embracing Digital • Population Health • Remote monitoring
• Records Management • Integrated Care Systems • Performance Management • Adapting to
cyber security challenges • Organisational development and change • Navigating the demand
for digital services • Delivering impactful health-value outcomes • Using data and analytics to
drive improvement • Supporting the transformation of Healthcare provision



Shrigley Hall Hotel & Spa
Pott Shrigley,
Nr Macclesfield,
Cheshire,
SK10 5SB
United Kingdom

TUESDAY 6TH JUNE

15:00 – 18:00 HOTEL CHECK-IN AND FREE TIME

18:45 – 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 – 22:00 NETWORKING DINNER

WEDNESDAY 7TH JUNE

07:45 – 08:20 **REGISTRATION, TEA, COFFEE & PASTRIES**

08:20 – 08:30 **CHAIR'S WELCOME AND OPENING REMARKS**

08:30 – 09:00 **THE CHALLENGES OF DIGITAL INNOVATION IN PRIMARY CARE**



Rising patient numbers, needs, complexity and expectation alongside proportionately less and increasingly exhausted workforce is the perfect storm: primary care is under threat and something radical needs to happen to retain access to high quality effective patient care. And yet, we are living in a Digital Age where almost anything is possible. The innovation platform for digital development is strong and the problems available to digital solutions are rich. We will explore why, in spite of this, digital innovation in primary care has struggled and where we believe there are opportunities for us to take much bigger steps in our digital contribution to making Primary Care affordably effective, accessible, productive and proactive; working to meet needs of today and of the future.

We will explore harvesting innovation opportunities, turning opportunity into action and the digital innovation inequalities for primary care.

Nicki Doherty, *Deputy Chief Executive and Director of Strategy and Operations*



09:00 – 09:30 **WILL INTEGRATED CARE SYSTEMS DELIVER?**



Over the past decade the NHS has seen its biggest shake up of how it is structured and works in recent memory whilst also having to deal with increased usage. Alongside this demand for services has increased against a backdrop of ever tighter budgets. The need for a joined up approach to care has never been more important and my feeling that the new Integrated Care Systems may just be able to drive through the improvement which the NHS has been crying out for.

Eddie Olla will discuss how Coventry and Warwickshire ICB is using digital to drive through improvement with the organisation but also how leveraging digital is enabling a better level of care delivery across the region.

Areas to be discussed include:

- Data utilisation
- Technology advancement
- Care delivery improvement
- People and IT together, not apart

Eddie Olla, *Chief Digital Officer*

09:30 – 09:55

WHAT IS STOPPING YOU SHARING DATA?



Security and data protection are enabling functions but seen so often as blockers – why? We will look at what is needed to share data in a safe and secure way that will benefit both the patient and the business whilst allowing innovative ways of working changing that narrative.

Lee Cramp, *Data Protection Officer, Information Security and Records Management*



Department
of Health &
Social Care

10:00 – 10:30

OPTION 1 BUSINESS FOUNDATION TO ACCELERATE THE FUTURE OF HEALTHCARE



Workday outperforms competing cloud ERP solutions for healthcare, providing the best business foundation to help you drive the future of health. Our solution brings together finance, HR, and supply chain in a unified system that delivers actionable data insights, automated workflow efficiency, and a consumer-grade user experience.

With Workday, you can secure and empower clinical talent, boost supply chain resilience, maximize the value of your technology investments, and financially sustain your mission.

Tom Lanigan, *Senior Account Executive – Healthcare*



10:00 – 10:30

OPTION 2 HOW RIVERBED SUPPORT NHS TRUSTS TO EMPOWER CLINICIAN AND IT TEAMS DIGITAL EXPERIENCE



Trusts may be aware that clinicians are suffering, but having true visibility is key to knowing how to improve the overall digital experience.

The ability to receive pro-active alerts for critical issues allows your trust to provide users with self-remediation options or remote fixes. Therefore, you are fixing the problem before the end-user even notices it, resulting in fewer service desk tickets and happier clinicians.

Healthcare IT services can be delivered more efficiently and smoothly when this information is available to the IT team.

Hear how we are helping Trusts such as Princess Alexandra Hospital NHS Trust and Kent Community Health NHS Foundation Trust, deliver the best service possible to their local population while reducing IT spend.

Nicolas Leszczynski, *Principal Solution Engineer*



10:00 – 10:30

OPTION 3 DRIVING SOC EFFICIENCY IN 2023



Adversaries are innovating at pace whilst our SOC's still struggle with alert fatigue and a lack of context. Cyber-attacks such as business email compromise, supply chain attacks and ransomware attacks increasingly highlight the gaps in expertise and resource that are impacting our ability to navigate these threats and secure our organisations. What measures can we introduce to overcome these threats and improve our organisation's cyber resiliency?

Joshua Faulkner, *Senior Sales Engineer*



10:30 – 11:30

TEA, COFFEE & NETWORKING BREAK

11:30 – 12:00

WILL GOING DIGITAL HELP TO MAKE US THE SAFEST NHS TRUST IN ENGLAND?



Doncaster and Bassetlaw Teaching Hospitals NHS Foundation Trust aims to be 'the safest Trust in England.' Underpinning this aspiration is a dynamic transformation in the organisation's digital maturity. Suzy Brain England OBE (Trust Chair) will outline the Trust's journey to-date, the-ups, the-downs, the lessons learned, with an emphasis on:

Patients – how patients' needs will be met by providing seamless care wherever they are in the Trust and in the healthcare system.

The workforce – how the adoption of new digital technologies is no longer the preserve of the IT Department.

Data analytics – how data-driven health and care processes, and technologies will deliver significant benefits to patients, clinicians, and carers.

Technology – how the provision of a fully electronic patient record will help to ensure patient information is available anywhere, anytime to facilitate safe patient care.

Suzy Brain England, *Chair*

12:00 – 12:25

INNOVATE, PRIORITISE AND PROFESSIONALISE



Andrew shares his experiences at one of the world's leading cardio-thoracic centres of excellence, Royal Papworth Hospital. While remarking on his passion for excellence through continuous improvement, Andrew explains how in a polycrisis world and relentless demands on people mean digital innovation, professionalism and being clear on priorities matter more than ever.

Andrew Raynes, *Chief Information Officer*



12:30 – 13:00

OPTION 1 PRESERVING HEALTHCARE EXCELLENCE: OUTSMART RANSOMWARE AND SECURE PATIENT CARE



In this session, we look at the pressing need for a new era of resilience. It's time to challenge the legacy approach to application protection and recovery that has been accepted for three decades. Learn why routine testing of recovery processes is now a fundamental requirement for healthcare organisations, preventing potential disruptions that could compromise patient care.

A fresh mindset is essential to combat new challenges associated with hybrid cloud as well as the growing threat from ransomware. Don't let ransomware hold you hostage and empower your organisation to unlock the power of a resilient digital healthcare system!

Tony Walsh, *Strategic Account Director*



12:30 – 13:00

OPTION 2 NHS 24 ONLINE – REVOLUTIONISING TELEHEALTH AND TELECARE



The presentation is about NHS 24 Online, a mobile app designed and built by Cluster Reply for NHS 24, Scotland's national telehealth and telecare organisation. The app leverages a range of Azure services including conversational AI to interact with patients while helping NHS 24 enhance the patient experience and reduce operational costs.

The session has two goals:

1. Showcase the app by demonstrating its use cases, features and underlying technologies, and describe its benefits and future direction.
2. Illustrate how mobile apps offer a cost-effective and low-risk route to digital transformation, not just for telecare organisations but for the broader healthcare industry.

Christos Myrsakis, *Head of Business Unit*



12:30 – 13:00

OPTION 3

STRIKING THE BALANCE BETWEEN ENSURING DATA SECURITY AND GIVING EMPLOYEES FREEDOM TO FOCUS FOR NHS TRUSTS



Protecting patients means protecting their data. The mantra “do no harm” must now be applied to cybersecurity. However, today, we see the very prospect of new IT causing stress and frustration for time-poor teams as they prepare to undertake hours of training and navigate complex new workflows to manage the simplest tasks.

As demand on services increases, every opportunity to power data driven decisions and cohesive communication across siloed teams must be seized. It's time to take a more progressive approach to data security, with technology built to empower efficiency, security and improve patient care across an ICS.

Amir Khan, Zivver's Healthcare Industry Specialist, shares insights into how smart technology can embed into everyday workflows to empower effective working with minimal disruption.

Amir Khan, Healthcare Industry Specialist

zivver

13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

FROM A CATERPILLAR TO A BUTTERFLY...



Over the past two years the NHS Business Services Authority has conducted the largest user research and discovery exercise that it has ever undertaken in order to identify, capture and agree the capabilities required of the future workforce solution to replace and transform the existing Electronic Staff Record (ESR) platform. In alignment with the People Digital strategy and based on these discovery findings, procurement is in progress and collaboration has commenced with the system to engage and prepare for solution selection, configuration and subsequent implementation.

Gordon will reflect on the progress to date and will discuss the challenges ahead as ESR, the largest HR and Payroll system in the world, used by all NHS Trusts, undertakes its transformation journey to refresh itself into a modern digital solution that “empowers you to carry out your role effectively and efficiently, supporting you throughout your NHS working life. It is accessible, easy to use, and provides the data and insights to enable better decision-making and planning, as a catalyst for better healthcare”.

Gordon Coyne, Director of NHS Workforce Services Transformation

NHS
Business Services Authority

14:45 – 15:10

INTEGRATED CARE SYSTEMS – TURNING INTELLIGENCE INTO ACTION WITH PRECISE HEALTH AND SOCIAL CARE



In NHS Cheshire and Merseyside we uniquely hold ‘digital’ into the medical directorate and have ambitious plans using our data that orbits around the concept of intelligence into action (i2a). This is addressing everything from winter fuel poverty and housing to identifying high risk patients on waiting lists for prehabilitation and additional support.

Rowan Pritchard Jones, *Medical Director*



15:15 – 15:45

OPTION 1 BRIDGING THE CLOUD GAP



Do you need to move legacy applications including those not suitable for Public Cloud? Are you needing to securely manage private and public cloud in the same way? Have you got a new business application that requires cloud hosting? Are you looking at ways technology can support sustainability targets?



The Cloud is not new. With adoption and success rates being below expected we explore in this session how we can deliver an alternative and support your journey to the cloud with Trust Cloud. We understand that the expectation to move everything to Public Cloud has proven complex and costly for healthcare organisations, Trust Cloud is a Hybrid Multi-Cloud platform that delivers:

- Hosting in a secure, government certified datacentre – Crown Hosting Datacentres
- Predictable costs and value for money
- Enables change & digital transformation
- Drives operational efficiencies
- Delivers to the one Government Cloud Strategy
- Supports sustainability and social value goals



Mike Dowson, *Commercial Director*
Jamie Whysall, *Client Engagement Manager*



15:15 – 15:45

OPTION 2 BALANCING OPERATIONAL RESILIENCE AND CYBER RISK IN A TIME OF BUDGETARY CONSTRAINTS



Cyber Technology is key in healthcare with the need to detect in real time and to enable timely, relevant and actionable insights. Previous investments have become shelfware and it has increased the demand on time and resources, which could directly impact patient safety if vulnerabilities are not detected.



Tyrone Isitt (C-STEM) and Richard Groome (Armis) will give insights from the field. You will learn how you can meet your compliance needs, reduce time to find devices, reduce capital expenditure and provide an enhanced patient experience.



Tyrone Isitt, *Sales Manager, C-STEM*
Richard Groome, *Sector Lead Healthcare*

15:15 – 15:45

OPTION 3

INTEGRATED CARE SYSTEMS – A MODERN AGE OF INNOVATION AND INTERCONNECTIVITY



The recent formation of the 42 Integrated Care Systems, ushers in a new dawn of opportunity and innovation for the NHS. With a blank technological canvas ready to be painted on, now is the time to stand tall and run forward, embracing new ideas and delivering leading edge capabilities from large technological progresses.



Whether its Patient Flow, Population Health, Procurement as Scale, or Patient Outcomes there are so many new ways of delivering improvements. The one thing we shouldn't get hung up on, is how we dealt with these things in the past.

Don't be shackled by large monolithic systems, don't shift legacy ways of working into the cloud, don't be encumbered by the past.

Lets look to the future and embrace the plentiful opportunities it will afford.

Adam Auty, Head of Public Sector Sales
Barney Ulyatt, Business Development Manager



15:45 – 16:30

TEA, COFFEE & NETWORKING BREAK

16:30 – 17:00

A LITTLE BIT OF LUCK AND A LOT OF PREPARATION. OR IS THAT THE OTHER WAY ROUND?



In this presentation, I will reflect back on the last time I spoke at the 'Excellence in Healthcare' event. I want to build on that journey by sharing the story of a serious cyber incident in NHS Tayside late 2022. Still carrying the battle scars, I intend to discuss whether the preparation I spoke about last time helped or hindered us with our response, did we get it right and what have we learned moving forward.

Ally Gentles, Head of Digital Operations



17:00 – 17:10

CHAIR'S CLOSING REMARKS AND EVENT FINISH
