

Oscar Krane

WE ARE ENGAGEMENT EVENT PROGRAMME

Wednesday 25th & Thursday 26th November



EXCELLENCE IN HEALTHCARE



The NHS 10-year health plan has been published with the Health and Social Care Secretary warning that turning this blueprint into reality won't be easy. The challenges faced are not new, but the way in which the NHS overcomes these challenges will be different. Current challenges includes:

1. Workforce Shortages and Potential Job Cuts; The NHS is experiencing critical staffing shortages across various roles, including nurses, doctors, and allied health professionals. Hospitals in England are contemplating over 100,000 job cuts in response to mandated cost-saving measures. These reductions could affect 3% to 11% of the workforce across 215 healthcare trusts, potentially impacting patient care and administrative efficiency.

2. Financial Constraints and Productivity Challenges; The NHS is operating under stringent financial conditions. The government has allocated £183 billion for the NHS in England for the 2025/26 period. However, analyses suggest a potential funding gap if productivity targets are not met.

3. Rising Demand and Service Backlogs; An ageing population with complex healthcare needs has led to increased demand for NHS services. This surge has contributed to significant backlogs, particularly in elective procedures and cancer treatments. For instance, the percentage of patients receiving their first cancer treatment within two months of an urgent referral decreased from 71.3% in December 2024 to 67.3% in January 2025, well below the operational standard of 85%.

4. Integration of Health and Social Care; The NHS is focusing on integrating health and social care services to provide more cohesive patient care. The government's 2025 mandate to NHS England emphasizes shifts from hospital

to community care, sickness to prevention, and analogue to digital systems. Implementing these changes requires substantial restructuring and investment in community-based services.

5. Technological Advancements and Data Utilization; Efforts are underway to enhance the use of technology and data within the NHS. The Prime Minister announced plans to accelerate clinical trials and expand access to NHS data for research purposes. This initiative aims to reduce clinical trial setup times and position the UK as a leader in medical innovation. Addressing these multifaceted challenges requires coordinated efforts, strategic planning, and sustained investment to ensure the NHS can continue to provide high-quality care to the population.

Alongside this is the recent announcement that NHS England is to be abolished and the workforce itself reduced by 50%, so how is that going to affect patient care and what differences can the wider National Health Service expect to see?

The Excellence In Healthcare event brings together individuals from across the NHS in a variety of job functions to engage, share and look at ways to overcome these and other emerging challenges.

Topics to be discussed include:

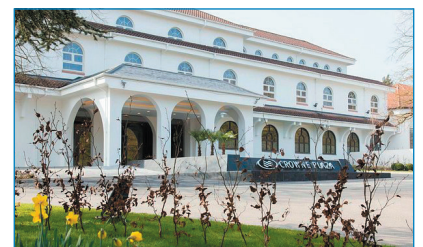
- AI / BI • Cyber Security • Embracing Digital • Population Health • Remote monitoring • Records Management • Integrated Care Systems • Performance Management • Adapting to cyber security challenges • Organisational development and change • Navigating the demand for digital services • Delivering impactful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

WEDNESDAY 25TH NOVEMBER

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

18:45 - 19:30 REGISTRATION AND DRINKS RECEPTION

19:30 - 22:00 NETWORKING DINNER



Crowne Plaza Gerrards Cross,
Buckinghamshire, Oxford Rd,
Beaconsfield, HP9 2XE

THURSDAY 26TH NOVEMBER

07:45 – 08:15 REGISTRATION, TEA, COFFEE & PASTRIES

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

08:30 – 09:00 DELIVERING A 5-YEAR STRATEGY –
A CHIEF EXECUTIVE'S VIEW



- The design and delivery of the plan, pulling everyone in to help design it makes the delivery easier.
- Our aspirations.
- The vision – To deliver great care, and improve outcomes.
- Putting quality at the centre of everything that we do.

Jane Padmore, *Chief Executive*



09:00 – 09:30 CULTURE AND CHANGE



One of the most significant challenges facing NHS providers today is improving staff engagement and culture while simultaneously delivering greater financial efficiency, improved productivity and sustained quality improvement.

Add to this the expectations of regulators, increasing operational demands and a workforce that is already fully optimised, and the leadership challenge becomes truly complex. So, can it all be achieved?

Having spent 39 years working in NHS HR, including the last 21 years as an Executive Director of Workforce and Organisational Development, Phillip will share his reflections on the leadership challenges facing the NHS today.

Drawing on almost four decades of experience, he will explore how organisations can create the conditions in which people want to give their best—harnessing the discretionary effort, commitment and creativity of the NHS workforce.

Because perhaps the answer isn't simply to ask our people to do more. Perhaps it is to create the culture in which people choose to give more.

This session will explore what that means for leadership, culture, engagement and organisational performance—and whether we really can achieve it all.

Phillip Marshall, *Director of Workforce and Organisational Development*



09:30 – 10:00

EMBEDDING AI INTO EVERYDAY HEALTHCARE ACROSS CNWL: BUILDING SAFER, SMARTER AND MORE STANDARDISED SERVICES



Our approach to embed AI use into services—The Central and North West London Story.

It will cover:

- Engagement of clinical staff.
- Identification of priority areas.
- Improvement approach within services.
- Underlying principles of engagement: standardisation, simplicity, pathway redesign, oversight, equity, co-design, productivity.

Doug and Simon will also include examples such as ND pathway, AI care planning audit, SPA services.

Doug Stewart, *Chief Digital & Information Officer*
Simon Edwards, *Deputy Chief Medical Officer*



10:00 – 10:30

CASE STUDY PRESENTATION

10:30 – 11:30

TEA, COFFEE & NETWORKING BREAK

11:30 – 12:00

THE THREE-DIMENSIONAL HEALTHCARE EXPERIENCE, RECORD OR HOSPITAL



Healthcare organisations and EPR deployments are facing the perfect storm. The focus on AI, cyber, and voice technology hasn't reduced the importance of EPRs; their presence and the fact that they are a part of a larger digital infrastructure spanning beyond the hospital walls, to patient homes, voluntary sectors and regions, means a more architectural approach to their deployment needs to be considered long before the business case development.

This presentation outlines my early thoughts on the Lens we now need to view EPR programmes through, along with a practical approach to delivery, and how this lens must be more three-dimensional and not always about innovation and data.

Justin Beardsmore, *Chief Technologist – EPR
Transformation Programme*



12:00 – 12:30

MIND THE GAP: DO WE HAVE THE SKILLS TO DELIVER HEALTHCARE'S DIGITAL FUTURE?



This session would explore one of the biggest challenges facing healthcare's digital transformation: whether organisations have the skills, capability and culture needed to make the most of rapidly evolving technologies. Moving beyond the traditional view of the “skills gap” as simply a shortage of digital specialists, the discussion would explore three key areas:

- the specialist skills needed in data, AI, cybersecurity and digital transformation;
- the digital and data literacy required across the wider healthcare workforce; and
- the leadership and organisational capabilities needed to successfully implement and sustain change.

This could be by way of a presentation or a panel discussion, exploring whether healthcare can recruit its way out of the skills gap, how we develop the existing workforce, and what skills will become increasingly important as AI and data-driven decision-making become embedded in healthcare.

The session would focus on what healthcare organisations can do now to build the workforce and capabilities needed to deliver the ambitions of the next decade.

Asma Nafees, Deputy Chief Operating Officer



12:30 – 13:00

CASE STUDY PRESENTATION

13:00 – 13:45

LUNCH

13:45 – 14:15

TEA, COFFEE & NETWORKING BREAK

14:15 – 14:45

MAKING QUALITY EVERYONE'S BUSINESS: EMBEDDING QUALITY MANAGEMENT ACROSS ACUTE SERVICES



Delivering consistently safe, effective and person-centred care requires quality to move beyond a central specialist function and become the responsibility of every team, leader and service moving from activity and process to outcomes. Drawing on the experience, this session will explore how a Quality Management System (QMS) can be embedded across an acute healthcare organisation to support and develop a culture of continuous improvement, learning and accountability.

The presentation will outline practical approaches to aligning governance, assurance, improvement, patient experience and workforce engagement within a single quality framework. Insights will look at the leadership behaviours, infrastructure and cultural changes needed to make quality improvement part of everyday practice and deliver sustainable improvements in patient outcomes.

Darryn Allcorn, *Chief Nursing Officer*



14:45 – 15:15

SYSTEM INTEGRATION AND HARMONISATION TO IMPROVE UEC



In urgent and emergency care, the real challenge isn't the lack of systems—it's that they don't join up as they should. UEC depends on a broad, real-time picture: primary care, community, ambulance, outpatient, and social context. Clinicians need immediate access to raw, cross-system data to make safe decisions, treat in the right place, support handovers and transfer of care and support timely discharge.

But when data is held in silos, often reinforcing vendor advantage, continuity of care suffers. This talk explores how we move beyond system boundaries to prioritise shared data, enabling truly integrated, patient-centred urgent care.

Helen Thomas, *Head of Urgent and Emergency Care Programmes*



15:15 – 15:45

EVIDENCED BASED HEALTH CARE LEADERSHIP PROPOSAL



Many of those who move across from clinical to leadership roles struggle as they move from what they perceive to be an evidence-rich zone to and evidence-poor zone.

EBHCL is a concept that has been looked at in detail, and this is unlikely to be the first talk you have heard on this topic.

What I seek to do in this talk is to look at those areas where there is evidence, what does the evidence say and how can we use it.

Examples discussed in the talk will include:

- Quality improvement.
- The management of violence and aggression.
- Buildings safety.
- Who is best at running hospitals.
- How is trust established.

Justin Daniels, *Medical Director*



15:45 – 16:15

TEA, COFFEE & NETWORKING BREAK

16:15 – 16:45

DIGITAL INNOVATION IN PRIMARY CARE



In this presentation Dan will discuss the ongoing work from a clinical perspective Cheshire and Merseyside ICB are doing to deliver digital innovation across the region.

Dan Bunstone, *Clinical Director*



16:45 – 17:15

ALL CHANGE PLEASE! PLANNING, IMPLEMENTING AND DRIVING DIGITAL TRANSFORMATION TO SUCCEED



What is Digital Transformation? We hear a lot about digital transformation but what actually is it? What does it mean for organisations and where do you start?

Alder Hey Children's Hospital's digital transformation strategy includes advanced AI integration, patient platforms, remote monitoring and appointment tools.

Hear how these implementations are improving organisational efficiency and patient care.

Paul Sanderson, *Chief Pharmacist*



17:15 – 17:45

INTELLIGENT HOSPITALS & KEY CAPABILITIES OF FUTURE IN NEW HOSPITAL PROGRAMME



Topics to be discussed include:

- Overview of scope in the New Hospital Programme.
- What opportunities exist for the private sector.
- The digital journey so far.
- Funding allocation.



Rahul Chodhari, *Associate Medical Director for Healthcare Innovation & Research, New Hospital Programme*
Eamonn Gorman, *Head of Clinical Informatics*



17:45 – 18:00

CHAIR'S CLOSING REMARKS AND EVENT FINISH
