

Forum Programme

THURSDAY 6 APRIL

09.00–11.00 REGISTRATION AND EXHIBITION

11.00–11.30 OPENING OF THE FORUM

To formally open the 2017 Leadership and Development Forum and to introduce the Forum Chair.

Speakers

The Lord Mayor of Belfast, Alderman Brian Kingston
City Hall, Belfast
Fionnuala Cook, President Hospital Caterers Association
Dr Wendy Austin, Forum Chair
Elsa Witherspoon, Forum Secretary

11.30–12.00 SEIZE THE MOMENT DELIVER THE FUTURE – KEYNOTE ADDRESS

The National Health Service has some significant challenges to overcome and irrespective of which part of the UK you work in, these challenges are just the same across the 4 Nations. John Compton will provide us with an overview of the NHS in Northern Ireland and explore how we as professionals can respond now and in the future.

Speaker

John Compton, Former Chief Executive, Health & Social Care Board (HSCB). Author of 'Transforming your Care' now working as a Health & Social Care Management Consultant

12.00–12.30 DELIVERING THE FUTURE

What can we learn from the way services are delivered in NHS England in comparison to NHS Northern Ireland and how we are responding to the current challenges.

Speaker

Paul Fenton, HefmA National Chairman, Director of Estates & Facilities, Ipswich Hospital NHS Trust

12.30–14.00 EXHIBITION & LUNCH

14.00–14.45 DELIVERING THE FUTURE WITH 10,000 VOICES

Patient experience is recognised as a key element in the delivery of quality healthcare. '10,000 Voices' is a consultation exercise with patients, relatives and users across all Health and Social Care Trusts (HSCTs) in Northern Ireland. Christine Armstrong will outline the objective of the initiative, and looking to the 'results' / the outcome, she will explore the patient message and experience and the satisfaction rates and explain how hospitals have responded to the results? England has the 'Family and Friends test' – how do we compare across the 4 Nations?

Speaker

Christine Armstrong, Regional Lead for 10,000 Voices

14.45–15.15 SEIZING THE MOMENT. TIME FOR CHANGE

Trade Union/Management Partnerships are an important initiative to:

- Enhance the delivery of Health & Social Care Services.
- Improve outcomes for patients, clients and other service users.
- Improve the working lives of staff through change interventions to improve their job satisfaction, health and well-being.

Speaker

Patricia McKeown, Regional Secretary, Unison, Northern Ireland

15.15–16.00 EXHIBITION & AFTERNOON TEA

16.00–16.30 THE COMPLAINT TODAY IS A FUTURE OPPORTUNITY

Marie Anderson, NI Public Service Ombudsman, will explain to delegates her role in investigating complaints and how complaints can be used as learning opportunities.

Speaker

Marie Anderson, Northern Ireland Public Services Ombudsman

16.30–17.15 DELIVERING THE FUTURE THROUGH A HEALTHIER WORKFORCE

Dame Mary Peters along with Tony O'Hara, a leading Catering Services Manager working in the Belfast NHS Trust, Northern Ireland will consider the importance of the health and well being of staff and what caterers are doing to promote healthy eating and good health.

Speakers

Dame Mary Peters, Olympic Gold Medallist 1972.
Tony O'Hara, Catering Services Manager, Belfast City Hospitals (Belfast City; Mater Infirmorum and Musgrave Park Hospitals)



FRIDAY 7 APRIL

08.30–09.15 REGISTRATION AND EXHIBITION

09.15–10.00 THE MOMENT INFLUENCES THE FUTURE – KEYNOTE ADDRESS

Our renowned Speaker will provide his view on the current state of the NHS and how he sees things developing into the future.

Speaker

Roy Lilley, Health Policy Analyst, Writer, Broadcaster and Commentator on the NHS and social issues

10.00–10.45 DELIVERING THE FUTURE THROUGH IMPROVED FINANCIAL CONTROL WHILE MEETING THE QUALITY AGENDA

Are we 'broke' or are we just poor at managing our resources? We will hear from Alison McCree on the financial pressures facing the NHS and suggestions on how we need to understand our costs and those of our neighbouring NHS organisations. The National Chair of the HCA will give Delegates his thoughts on how the HCA should respond and how we can deliver real improvements.

Speakers

Alison McCree, Director of Estates and Facilities, County Durham and Darlington NHS Foundation Trust, and Phil Shelley, National Chair, Hospital Caterers Association

10.45–11.15 YOUR OPPORTUNITY TO DELIVER THE FUTURE – OVER TO YOU...

Delegates will be given the opportunity to offer their views on the 'state of the NHS' and how they are responding to the financial pressures and the quality agenda in this open debate led by Roy Lilley.

Speakers

A panel of Roy Lilley, Alison McCree and Phil Shelley

11.15–11.45 EXHIBITION & COFFEE

11.45–12.45 HCA ANNUAL GENERAL MEETING

Fionnuala Cook, President Hospital Caterers Association.

12.45–14.15 EXHIBITION, LUNCH AND PRESENTATION OF STAND PRIZES



14.15–14.45 DELIVERING THE FUTURE THROUGH IMPROVED QUALITY CONTROL

The Regulation and Quality Improvement Authority (RQIA) is the Northern Ireland equivalent of the CQC. Our speaker, a highly regarded Leader of Nursing, will look at Regulation, Standards, Assurance and Governance while illustrating that the patients we serve are the reason we love working for the NHS.

Speaker

Olive MacLeod, Chief Executive Regulation and Quality Improvement Authority Northern Ireland

14.45–15.15 DELIVERING THE FUTURE NOW

Last year's HCA 6 Cs Award winner, the catering services team at East Kent Hospitals University NHS Foundation Trust, will show why they were successful, and share with delegates what good practice looks like.

Speakers

Paul Coulson, Divisional Manager Serco and Wendy-Ling Relph, Matron for Nutrition and Quality Improvement, East Kent Hospitals University NHS Foundation Trust

15.15–16.15 IT'S TIME TO DELIVER

Decision Making, Leadership, Motivation, Innovation, Communication, Problem Solving, Sales, Creativity, Team Work. Fun! David Meade will show you how to think critically about the challenges around you and 'Seize the Moment to Deliver'.

Speaker

David Meade, a researcher and lecturer in international business with one of Ireland's leading Universities, whose personal interests have always focused on aspects of popular psychology, consumer behaviour, and choice

16.15 FORUM CLOSE