



North
Star

Embedding
quality and
improvement
throughout
delivery of
patient care

QUALITY AND
IMPROVEMENT
CONFERENCE
2024

23 May
County Hall, London

#Quality24

PROGRAMME

At a glance

Scan here for the detailed programme,
speaker profiles and further
conference information



09.30 REGISTRATION, NETWORKING, EXHIBITION AND SHOWCASE

10.00 INTRODUCTION AND CONFERENCE CHAIRS' WELCOME

Waterloo

Professor Karen Dunderdale, Group Deputy Chief Executive and Executive Chief Nurse, United Lincolnshire Hospitals NHS Trust and Lincolnshire Community Health Services NHS Trust

Dr Vivek Patil, Deputy Chief Medical Officer, Sussex Community NHS Foundation Trust and South East Regional Clinical Advisor, NHS England

10.10 PLAYING TO OUR STRENGTHS: MANAGING RISK UNDER PRESSURE

Waterloo

Professor Charles Vincent, Professor of Psychology, University of Oxford, Emeritus Professor Clinical Safety Research, Imperial College London and Emeritus Fellow, Jesus College Oxford

How can a leadership focus on learning, improvement, risk management and shared endeavour support a culture of patient safety? The NHS is working under substantial pressure, with rising demand, significant workforce gaps and limited resources, creating a challenge in how it can provide consistently safe, high-quality care. This session will look at some of the adaptive strategies that clinical teams and trusts can adopt as they seek to navigate this difficult landscape, manage risk and keep quality of care as their North Star.

10.50 ADDRESSING SPIRALS OF SILENCE AND ASSURING FREEDOM TO SPEAK UP – FROM WARD TO BOARD AND BEYOND

Waterloo

Dr Heena Yousaf, Paediatric Specialty Registrar, London North West University Healthcare NHS Trust and Civility Saves Lives

Bethany Carter, National Lead for Guardian Support and Policy, National Guardian's Office

Dr Navina Evans, Chief Workforce and Training Officer, NHS England

Jane McCall, Chair, Tameside and Glossop Integrated Care NHS Foundation Trust

Recent high-profile cases of failures in quality of care have raised a number of questions related to working cultures within the NHS. How can we create a culture of openness where staff feel confident in speaking up, where boards feel confident in how they are listening and problem sensing? How can we create a culture of openness across systems and nationally, where risks and issues are explored collaboratively and met with support?

11.30 REFRESHMENTS, NETWORKING, EXHIBITION AND SHOWCASE

12.00 BREAKOUT SESSIONS

1 Waterloo **Deploying improvement approaches at pace**

2 Duke **Identifying and calibrating organisational risk**

3 Baron **Closing the gap: practical steps in addressing racial discrimination**

13.00 LUNCH, NETWORKING, EXHIBITION AND SHOWCASE

14.00 CAPTURING THE BENEFITS AND ARTICULATING THE VALUE OF IMPROVEMENTS

Waterloo

Dr Kathryn Perera, Director, NHS Horizons

Professor Helen Bevan, Strategic Adviser, Horizons and Professor of Practice in Health and Care Improvement, Warwick Business School

Despite the pressures, trusts continue to focus on quality improvement and trust-wide improvement programmes, moving towards the cultures and conditions to deliver better care for patients and better outcomes for communities. How do we capture the benefits of this improvement work in giving time back to care and financial cost savings? How does this support efforts to sustain progress? This session will explore findings from a recent research project, with actionable insights for board members, and reflections from colleagues on their experience applying these in practice.

14.50 BREAKOUT SESSIONS

4 Waterloo **Working together to build a safety culture**

5 Baron **Evidence-empowered decision making**

6 Duke **Learning from others and each other**

15.50 SHOWCASE RECEPTION AND NETWORKING

16.30 CLOSE OF CONFERENCE



BREAKOUT SESSIONS

12.00

1

IMPROVEMENT

Deploying improvement approaches at pace

Waterloo

While it takes time to build improvement capability and experience, and to embed complex interventions, it is still possible to deploy improvement approaches at pace. This session will bring together board members to share their reflections and learning in establishing structures and support systems that have allowed their organisations to deploy individuals with improvement skills or improvement teams when a sudden, unexpected challenge arises.

2

RISK

Identifying and calibrating organisational risk

Duke

How would your trust know something was wrong? How sensitive is your board to picking up and acting on the signals coming from its own service delivery and from local communities and partners? Where do biases and blind spots exist, and how can these be addressed? This session will give attendees the opportunity to consider how their view of risk is formed, and discuss practical ways of sensing quality and safety risks at board level.

3

RACE EQUALITY

Closing the gap: practical steps in addressing racial discrimination

Baron

Workforce diversity is essential for the delivery of high-quality care to all patients, many of whom are also from diverse backgrounds. This session aims to support trust leaders to better understand the existing disparity in the treatment of ethnic minority staff and provides insights and practical advice from those who have implemented strategies to improve the experience of ethnic minority staff and address structural racism and discrimination. Facilitated table discussions will support colleagues to learn from the speakers and each other.

BREAKOUT SESSIONS

14.50

4

SAFETY CULTURE

Working together to build a safety culture

Waterloo

Culture has a profound impact on safety and is a key component of safety management systems. This session will explore the connection between the board and the ward through a safety culture lens. Is trust governance fit for purpose in enabling clinical learning and patient safety? How are trusts actively enabling learning cultures? Are we creative and curious enough in the design, running and oversight of services? What successes have we seen in improving patient safety, and what are the opportunities for trusts to go further?

5

RESEARCH

Evidence-empowered decision making

Baron

An evidence-based system harnesses the power of research in designing more effective organisations, improving services, and achieving better outcomes. This session will open with colleagues sharing their experiences of the drivers and enablers of evidence-based approaches, and then move to facilitated table discussions to support peers in learning from each other.

6

COLLABORATION

Learning from others and each other

Duke

In this session, speakers will bring a range of examples to discuss how collaboration – and collaboration in a variety of forms – has supported and enhanced their work. We will then move to facilitated table discussions to support peers in learning from each other.

QUALITY AND IMPROVEMENT SHOWCASE 2024

Our Quality and Improvement Showcase is an opportunity for trusts to share case studies of their best practice and learning.

This year's showcase focuses on embedding quality and improvement throughout delivery of patient care. Our six finalists highlight the ways they have used systematic improvement approaches to meet organisation-wide priorities and strategic objectives.

Visit their stands in the exhibition area.

- BARKING, HAVERING AND REDBRIDGE UNIVERSITY HOSPITALS NHS TRUST
Strategic transformation and redesign model case study – King George Hospital's emergency department
- BRADFORD DISTRICT CARE NHS FOUNDATION TRUST
The Care Trust Way – Ambition to action
- HAMPSHIRE HOSPITALS NHS FOUNDATION TRUST
Birth of a new era – Collaborative strategies for an improvement culture in maternity care
- SHEFFIELD HEALTH AND SOCIAL CARE NHS FOUNDATION TRUST
Ongoing journey from inadequate 'Back to Good' – A team effort through co-production
- SOUTH EAST COAST AMBULANCE SERVICE NHS FOUNDATION TRUST
Embedding quality and improvement within an ambulance trust
- SOUTH WEST YORKSHIRE PARTNERSHIP NHS FOUNDATION TRUST
#allofusimprove – Quality and improvement, the South West Yorkshire Partnership NHS Foundation Trust way



Scan here to find out more about our showcase winners' case studies

EXHIBITORS

We would like to thank our four exhibitors for joining us at this year's Quality and Improvement Conference.

Visit their stands in our exhibition area to find out more about the products and services they offer to NHS trusts.

You can also scan our conference QR code to learn more.

HEMPSONS



Patchwork



Save the date for...

ANNUAL CONFERENCE
AND EXHIBITION
2024

NHS Providers is the membership organisation for the NHS hospital, mental health, community and ambulance services that treat patients and service users in the NHS. We help those NHS foundation trusts and trusts to deliver high-quality, patient-focused care by enabling them to learn from each other, acting as their public voice and helping shape the system in which they operate.

NHS Providers has all trusts in England in voluntary membership, collectively accounting for £115bn of annual expenditure and employing 1.4 million people.



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