

Ward Manager Summit

10% card payments discount*
15% group booking discount**

Developing your skills as an Effective Ward Manager
**For current and aspiring Ward Managers/
Ward Sisters/Charge Nurses and Senior Nurses**

Monday 6 February 2017 De Vere West One Conference Centre, London



Chair & Speakers Include:

Paul Rafferty

Clinical Matron

South Tees Hospitals NHS Foundation Trust

Member Professionals Standards Advisory

Group for the NMC

Paul Jebb

Experience of Care Professional Lead

NHS England

Supporting Organisation



Ward Manager Summit

10% card payments discount*
15% Group booking discount**

**Developing your skills as an Effective Ward Manager
For current and aspiring Ward Managers/
Ward Sisters/Charge Nurses and Senior Nurses**

Monday 6 February 2017 De Vere West One Conference Centre, London

This Summit aims to bring together current and aspiring Ward Managers together to understand current issues and the national context, and to debate and discuss key issues and areas they are facing in practice.

Following National Update sessions looking at the CQC inspection process at Ward Level and what 'Well-Led' looks like in terms of the Ward Manager role, and an update on Leading Change, Adding Value: implementing the National Framework for Nursing, Midwifery and Care staff at Ward Level, the conference will then focus on key areas including developing your leadership skills, ward manager development, improving patient experience on the ward including always events, improving communication skills at ward level including frontline management of complaints, feedback and concerns, developing ward accreditation for quality and exemplar wards, getting staffing right at ward level and Managing your own ward budgets, finances and resources.

Whether you are currently a Ward Manager, or aspiring to be one, this event provides a unique opportunity to learn from the experiences of other Ward Managers and Nurse Directors to develop your skills as an effective Ward Manager. Through national updates and practical case studies the conference will update Ward Managers on essential issues to enable you to improve practice and leadership at a local level.

Follow this conference on twitter #wardmanager



10.00 Chair's welcome & Introduction

Paul Rafferty

Clinical Matron

South Tees Hospitals NHS Foundation Trust

Member Professionals Standards Advisory Group for the NMC

- my experience as a Ward Manager
- characteristics of an effective Ward Manager
- the Ward Manager role in confirming revalidation and leading appraisal
- what support do Ward Managers need?

10.25 What does well-led mean at Ward Level?

Ann Ford

Head of Inspection

Care Quality Commission

- what does well-led mean at ward level: learning from the CQC inspections to date and ward level findings
- outstanding and good wards: examples and what this looks like in practice
- what qualities to great wards have?
- what the inspections will look at on your ward: key lines of inquiry and an overview of the inspection process

10.50 Ward Managers Guide to Leading Change, Adding Value: Implementing the National Framework for Nursing, Midwifery and Care staff

Paul Jebb

Experience of Care Professional Lead

NHS England

- explaining the national framework: implications for Ward Managers
- how the framework can be used in practice
- monitoring progress against the framework
- tools to support the framework
- using the impact measurement framework
- meeting the 10 commitments to support action of nursing midwifery and care staff

11.25 Question and answers, followed by tea & coffee at 11.35

11.55 EXTENDED SESSION: Developing your leadership skills

Christine McKenzie

Professional Learning and Development Facilitator

RCN Clinical Leadership Programme

- understanding and developing your leadership skills
- developing leadership qualities and behaviours against a framework
- the role of coaching and mentoring
- ensuring a wider understanding of the whole organisation/system in which ward managers work

12.45 From Ward Manager to Clinical Leader: Ward Manager Development

Sue Redfern

Director of Nursing - Midwifery and Governance

St Helen & Knowsley NHS Trust

- from Ward Manager to Clinical Leader
- our Ward Manager Development Programme
- ensuring staff feel able and confident to raise concerns and comply with the duty of candour
- supporting ward managers to managing tricky and difficult issues: difficult nurses and nurses in difficulty

13.15 Question and answers, followed by lunch at 13.25

14.00 EXTENDED SESSION: Improving communication skills at ward level including frontline management of complaints, feedback and concerns

Role Play delivered by

Becky Simpson and David Schaal

Playout

Playout a dynamic drama based communications and presentations training company, will be performing pieces of theatre to promote discussion about how to encourage effective communication on the wards and how to sensitively challenge and manage staff who are under performing.

14.50 Developing an Exemplar Ward and Accreditation Programme

Natasha Phillips

Assistant Chief Nurse

With Ward Manager

University College London Hospitals NHS Foundation Trust

- the use of exemplar demonstrator wards
- what does an accredited ward look like?
- the use of nurse metrics
- reducing variation across wards and sharing learning & good practice
- our experience in UCLH

15.20 Question and answers, followed by tea & coffee at 15.30

15.50 Safe staffing: Getting it right at ward level

Trish Armstrong-Child *Director of Nursing*

with **Ward Manager**

Bolton NHS Foundation Trust

- what are the right metrics for your ward?
- measuring and monitoring acuity
- tips for monitoring staffing, skill mix and managing staff sickness and agency staff

16.20 Managing your own ward budgets, finances and resources

David Bailey

Independent Healthcare Finance Consultant and Author

'The NHS Budget Holder's Survival Guide'

- understanding your rights as a budget holder
- ensuring you use finance as a resource by building on your relationship with your accountant
- finding out the financial rules which govern your management of budgets
- taking time to review how your ward is running from a business and financial perspective
- tips and advice for Ward Managers managing budgets

16.50 Question and answers, followed by close at 17.00

10% card payments discount*
15% Group booking discount**

Ward Manager Summit

Monday 6 February 2017

De Vere West One Conference Centre, London

Download

> How to book Book online via credit card and receive a 10% discount* www.healthcareconferencesuk.co.uk Fax the booking form to 0208 181 6491 Post this form to Healthcare Conferences UK 8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

> Payment

☐ **By Cheque** A cheque for is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

☐ **By Invoice** Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

☐ **By B A C S**

For Payments in £: Sort Code 40-46-22 Account No. 21553690

☐ Please send your BACS remittance form as confirmation of payment

☐ Your BACS Reference

☐ **By credit card** Please debit my Visa/Mastercard/Switch

All sections must be completed

Cardholder's Name

Card No.

Valid From Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

Conference Documentation

☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One, 9-10 Portland Place, London, W1B 1PR.
A map of the venue will be sent with confirmation of your booking.

Date Monday 6 February 2017

Conference Fee

- ☐ £265 + VAT (£318.00) for NHS, Social care, private healthcare organisations and universities.
☐ £200 + VAT (£240.00) for voluntary sector / charities.
☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

*Credit card Discount

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

**Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the British Association for Professional Conference Organisers.

The information provided will be held on the Healthcare Conference UK's database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box ☐

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box ☐

Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.
©Healthcare Conferences UK Ltd 2011

