

*A Practical Guide to  
Developing your Skills as an*  
**Effective  
Ward Manager**

*For current and aspiring Ward Managers/Ward  
Sisters/Charge Nurses and Senior Nurses*

Wednesday 18 May 2016 Colmore Gate Conference Centre, Birmingham



**Speakers include**

**Paul Jebb**

*Experience of Care Lead  
NHS England*

**Ellen Armistead**

*Deputy Chief Executive (Acute)  
Care Quality Commission*

**Supporting Organisations**



**10%** Card payments discount\*\*  
**15%** Group booking discount\*\*

# *A Practical Guide to Developing your Skills as an Effective Ward Manager*

*For current and aspiring Ward Managers/Ward Sisters/Charge Nurses and Senior Nurses*

**Wednesday 18 May 2016 Colmore Gate Conference Centre, Birmingham**

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. The conference will update delegates on key issues facing Ward Managers in practice including changes to the Ward Manager role.

The conference, chaired by Jonathan Willis, Ward Manager, Royal United Hospital Bath NHS Trust, aims to bring 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

The conference will include a session from the Care Quality Commission looking at the new inspection process at Ward Level and what 'Well-Led' looks like in terms of the Ward Manager role. Using case studies from trusts that have been through the inspection process the session will demonstrate what a good ward looks like from the CQC perspective.

"We examine the leadership of individual services, and the leadership on the wards", they also highlighted the importance of inspecting at ward level to identify variation within an organisation stating that "This was particularly noticeable where one or two of the medical wards (especially in care of the elderly wards and on 'escalation' wards) were poor – what we call 'worry wards' – while others were good." State of Care Report , CQC

With the first nurses and midwives expected to go through the nursing revalidation process in April 2016, the conference will also update delegates on the ward managers role in appraisal and revalidation including sign off and the role of the confirmer. There will be a focus on strengthening and supporting the ward manager, ensuring supervisory status, developing competence and career progression and the practicalities of running an effective ward. There will be a skills development session on ward budgets, finances and resources.

Follow the conference on Twitter #WardManager

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#### 10.00 Chairman's introduction

**Jonathan Willis** *Ward Manager, Royal United Hospital Bath NHS Trust & Leadership Fellow, The Health Foundation*

#### 10.10 Improving patient experience on your ward including 'Always Events'

**Paul Jebb**

*Experience of Care Professional Lead  
NHS England*

- improving patient experience on your ward: practical steps
- Always Events: setting out the events that should happen on your ward for every patient
- developing a responsive ward culture
- an update from NHS England

#### 10.40 Improving patient safety and managing patient safety incidents at ward level

**Speaker to be announced**

- improving patient safety at ward level
- managing patient safety incidents
- working with patients and families and ensuring adherence to the duty of candour

#### 11.10 Question and answers, followed by coffee and exhibition

#### 11.50 Leadership development for Ward Managers

**Kate Sanders**

*Practice Development Facilitators  
Foundation of Nursing Studies (FoNS)*

- delivering transformational personal and ward based change through ward sister leadership development
- developing leadership qualities and behaviours against a framework
- meeting the CQC well led domain at ward level
- ensuring a wider understanding of the whole organisation/system in which ward managers work
- our programme and ward manager perspectives

#### 12.20 Delivering ward accreditation for quality

**Speaker to be announced**

- setting up a ward accreditation programme
- measuring and monitoring quality at ward level
- ward indicators and measuring patient experience in real time
- how do you measure and monitor compassion?
- improving quality at ward level through benchmarking

#### 13.00 Question and answers, followed by lunch and exhibition

#### 14.00 What does well-led mean at ward level?

**Ellen Armistead**

*Deputy Chief Inspector (Acute)  
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

#### 14.30 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.

#### 15.30 Question and answers, followed by tea at 15.40

#### 16.15 Safe Staffing: Getting it right on the ward

**Christine Bryer**

*Senior Nurse  
Sheffield Teaching Hospitals NHS Foundation Trust*

- national developments and the evidence to link nurse staffing and quality of care
- 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

#### 16.45 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

#### 17.15 Question and answers, followed by close

# Effective Ward Manager

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Birmingham

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Surname

Job Title

Department

Organisation

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Postcode

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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

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## 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 sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

For more information contact Healthcare Conferences UK on **01932 429933** or email [jayne@hc-uk.org.uk](mailto:jayne@hc-uk.org.uk)

### Venue

Colmore Gate Conference Centre, DeVere Venues,  
5th Floor Colmore Gate, Bull Street Entrance  
Birmingham B3 2QD. A map of the venue will be sent with confirmation of your booking.

**Date** Wednesday 18 May 2016

### Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.  
☐ £300 + VAT (£360.00) 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%.

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### Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email [Carolyn@hc-uk.org.uk](mailto:Carolyn@hc-uk.org.uk)

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