

**"Great to share experiences and
innovations from other areas"**
Improving Hospital Patient Flow, 2014

Tuesday 6th October 2015

DoubleTree by Hilton, Manchester



Decision Making Day: Patient Flow and Discharge Planning

How to battle your cost and resource restrictions
whilst improving patient pathways and care

If you work in operations, patient flow or discharge planning, then this inspirational event will share thought provoking and informative insights to expand your knowledge. This interactive and practical seminar will tackle:

- **How efficient is your service?** An insight into the challenges, improvements and opportunities to reduce time in hospital
- **Changing culture:** how to impact on patient flow by changing staff time and focus, and getting their buy-in, plus how to change your ward rounds to enable efficient discharge
- **Discharge decision making:** identifying who needs Early Supported Discharge and sharing best practice approaches to discharge planning
- **7 day service assessment:** what is the reality of having 7 day services? Investigate where and how to build your 7 day service
- **Avoiding readmissions:** how to develop an effective strategy to enable primary, secondary and social care to work together to improve planning and assist hospital avoidance

**Plus: Understanding and Implementing your
Discharge to Assess Pathway**

Wednesday 7th October 2015, Manchester

**Find out what works and what you
could be doing differently. Your expert
line-up:**

- Norfolk and Norwich University Hospitals
NHS Foundation Trust
- NHS South Worcestershire Clinical
Commissioning Group
- Wirral University Teaching Hospital
NHS Foundation Trust
- University Hospital Southampton
NHS Foundation Trust
- Wrightington, Wigan and Leigh,
NHS Foundation Trust
- NHS Wakefield & Wakefield Council

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9.00 Registration and Refreshments

9.30 Chair's Opening Remarks

Richard Parker, Chief Operating Officer, **Norfolk and Norwich University Hospitals NHS Foundation Trust**

How Efficient is Your Service?

9.40 Reducing Time in Hospital: Insight into the Challenges, Improvements and Opportunities

- Reducing delayed transfers: how to overcome this challenge and avoid blocking beds
- How to iron out unnecessary duplication of efforts to improve patient flow
- Dealing with an ever increasing demand for hospital beds whilst battling with reduced resources
- Admission avoidance: successful methods of keeping patients at home to reduce pressure on A&E

Mari Gay, Director of Quality and Patient Safety/ Executive Nurse, **NHS South Worcestershire Clinical Commissioning Group**

10.20 Changing Culture to Impact on Patient Flow: How to Address Staff Time and Focus

- Importance of staff buy in: making the best use of staff time and how to impact on where the focus should be
- Addressing roles and responsibilities: right staff in the right place – what are the results?
- Creating a single care plan for patients: enabling a streamlined pathway of care
- How to avoid writing a new plan for patient readmission: saving staff time and improving patient flow

Richard Parker, Chief Operating Officer, **Norfolk and Norwich University Hospitals NHS Foundation Trust**

11.00 CASE STUDY Implementing a New System that Impacts on Patient Flow: What are the Outcomes?

- What goes into the planning? From identifying the need to implementing new technologies
- Practicalities of enabling the transparency of information
- Working across acute, community and social services: how to improve communication between staff and patients
- What are the outcomes? Measuring the impact on patient experience, productivity and cost

Sponsored presentation: To speak here and position your company as a thought leader, please contact

Sanjay Singh on **01732 897788** or email **sanjay.singh@sbk-healthcare.co.uk**

11.20 Networking Break

Discharge Decision Making Strategies

11.40 CASE STUDY Early Supported Discharge: Who needs it and how to Provide an Effective Service?

- Patient appropriateness: analysing patients effectively to ensure safe ESD delivery
- Infection avoidance: calculating the reduced rate of infection when patients are supported at home
- Care in the community: enabling the correct care package and ensuring efficient patient follow ups
- Cost and resource implications: assessing the impact ESD has on patient flow and finances

DISCUSSION From Admission to Discharge: Best Practice Approaches to Discharge Planning

With each trust tackling discharge planning with different resources and set ups, this dedicated discussion will enable you to network with your fellow attendees and identify how your trust compares. This is a great opportunity to share your strategies, identify your challenges and take away solutions from other trusts.

Lindsay Clayton, Directorate Lead for Therapies, **Allied Health Professions**, and **Julie Griffiths**, Physiotherapy Lead, **Wirral University Teaching Hospital NHS Foundation Trust**

12.40 Networking Lunch

Changing the Culture

1.50 CASE STUDY How to Change your Ward Rounds: Ensuring Efficient Discharge and Working with Consultants

- How to utilise a MDT approach to enable a more efficient ward round
- Enabling standardisation: making sure that all staff are present and that consultant ward rounds are consistent to allow for considered care
- Implementing a 'starting early' approach: measuring the effectiveness of an early ward round in order to discharge patients by lunch
- Relating your decision making: structuring ward rounds to ensure that patients enjoy thorough communication and are fit for discharge

Caroline Smith, Care Group Manager - Emergency Medicine, **University Hospital Southampton NHS Foundation Trust**

Discharge Planning



7 Day Service Reality

2.30 **CASE STUDY** 7 Day Service Assessment: Where is the Service Needed and What are the Cost Implications?

- 7 days for all or some? Deciding which services are in most need of 7 day care
- Equitable care: ensuring that a weekend service does not mean a reduction of care
- Working with commissioners: convincing CCGs to provide the funding for a 7 day service
- Staffing challenges: achieving buy in from staff and spreading the workload to the weekend

Sanjay Arya, Consultant Cardiologist, **Wrightington, Wigan and Leigh, NHS Foundation Trust**

3.10 Networking Break

Avoiding Readmissions

3.30 **CASE STUDY** Developing an Effective Strategy for Health and Social Care Working 'Full Circle'

- 'Full circle': from hospital avoidance to patient flow, ESD and connecting care in the community
- Improving discharge planning from the point of admission to hospital (case study)
- Facilitating early supported discharge and readmission avoidance
- Connecting care in the community: care closer to home and admission avoidance (case study)

DISCUSSION Collaboration: Best Approaches to Primary, Secondary and Social Care Working Together

When resources are limited, ensuring patients get the correct treatment on a budget is a challenge that attendees will share. This session will look at different enabling strategies – just how other trusts are enabling health and social care to work together to provide rehabilitation, recovery and re-ablement.

Sharon E Wallis, Programme Manager - Connecting Care PMO, **NHS Wakefield** and **Theresa Kirk**, Team Manager, Hospital Social Work Team, **Wakefield Council**

4.30 Close of Day

Please visit www.sbk-healthcare.com for the latest programme updates

Calling all Operational and Nurse Leads, Bed, Capacity and Patient Flow Managers, Service Transformation and Integration Leads and Commissioning Managers. Attend this interactive and practical day to see how others have tackled pressures, dissolved bottlenecks and achieved progress to enable a smoother patient flow. Take just one day out to see how you can implement change to make real improvements in your service delivery. Take this opportunity to:

- Network with like-minded professionals
- Share common experiences and ideas
- Take away best practice advice
- Implement innovative delivery into your service

Plus a second day:

Understanding and Implementing your Discharge to Assess Pathway

Wednesday 7th October, Manchester

This course is dedicated to the discharge to assess pathway experience at Doncaster – how they identified the problem, decided what needed to change but also what wasn't going to change. From the operational challenges, defining the service model, designing the pathway, to implementing the vision and incorporating feedback to enable further change – this day will equip you with the hints and tips to successfully embed discharge to assess in your organisation.

Previously held in 2014, anticipated attendees for 2015 are: Heads of Integrated Care and Commissioning Managers from CCGs; Business, General, Programme, Practice and Team Managers from County Councils; Clinical Directors, Consultants, Matrons and Therapy Managers from NHS Trusts.

For further information, visit www.sbk-healthcare.com

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Sponsorship, Exhibition and Branding Pre, On the Day and Post Event

If you join us in 2015, you will be able to talk directly to this patient flow and discharge planning audience, build familiarity and take away leads. For further details email sanjay.singh@sbk-healthcare.co.uk or telephone **Sanjay Singh** on **01732 89 77 88**.

CPD Available: A certificate of **Continuing Professional Development** will be given to each participant who completes the conference, as a record of your training and development

Decision Making Day: Patient Flow and Discharge Planning

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5 Ways to Book your Place:

1. Telephone **01732 89 77 88**
2. Online at **www.sbk-healthcare.com**
3. Email **bookings@sbk-healthcare.co.uk**
4. Complete the registration form and fax to **01732 44 80 47**
5. Post the completed form to **SBK: Healthcare,
10 Churchill Square, Kings Hill, West Malling, ME19 4YU**

Registration Form:

For multiple bookings please photocopy this form

Event Code: 1569AD

First Attendee/Conference: ☐ Patient Flow and Discharge ☐ Discharge to Assess

Title	First Name	Family Name
Job Title		

Second Attendee/Conference: ☐ Patient Flow and Discharge ☐ Discharge to Assess

Title	First Name	Family Name
Job Title		
Department		
Organisation		
Booking Contact Name		
Telephone	Mobile	
Email		
Address		
Postcode		

Fees and Payment Details:

Price per Delegate

- ☐ NHS or Public Sector for one place £384 + VAT
☐ NHS or Public Sector for two or three places (each) £299 + VAT
☐ NHS or Public Sector for four places (each) £284 + VAT
☐ Commercial organisations for one place £684 + VAT
☐ Commercial organisations for two or three places (each) £599 + VAT
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☐ Bed & Breakfast Accommodation for Monday 5th October £140 + VAT

☐ Bed & Breakfast Accommodation for Tuesday 6th October £140 + VAT

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☐ Yes, I agree to all the terms and conditions of booking (signature here)

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Any Questions?

To register, discuss any particular requirements you may have or for further information about ways to pay, please telephone **01732 89 77 88** during office hours.

Registration Information

Venue: DoubleTree by Hilton, One Piccadilly Place
1 Auburn Street, Manchester M1 3DG.
Tel: 0161 242 1000

Travel: DoubleTree by Hilton is less than one minute walk from Piccadilly Station. Trains run regularly from London Euston, Birmingham, Leeds, Nottingham and Liverpool to Manchester Piccadilly station.

Accommodation: Bed and breakfast is available at the specially discounted price of £140 plus VAT subject to availability. Simply tick the dates that you wish to book under fees and payment details. In order to guarantee your reservation, credit card details must be provided. We regret that bookings for bed and breakfast accommodation cannot be accepted without full credit card details. Your credit card will be charged in the event of the invoice not being settled one month following the event.

Special Needs: If you have any special needs or any particular dietary requirements, we are happy to help where possible. Please contact us with details. Vegetarians will be catered for.

Certificate of Attendance: A certificate for Continuing Professional Development will be given to each participant who completes the course, as a record of your continuing professional training and development.

Fee: Registration fees are payable in advance. The fee includes documentation, refreshments and lunch, it does not include travel costs or accommodation. If your fee has not been received prior to the event, delegates without proof of payment will be asked for a credit card guarantee on the day.

Cancellation and Substitutions: A refund of fees will be made only for cancellations received in writing 28 days prior to the event (less £90 administration charge). No refunds will be accepted after this date. Substitution of one conference attendee for another will be accepted at any time – please send us an email informing us of the change.

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Additional Documentation: If you are unable to attend or would like to pick up an additional set of documentation on the day, the event documentation is available for purchase at £89 per set.

Are you Registered? You will always receive an acknowledgment of your booking. If you do not receive anything, please call us on 01732 89 77 88.

All best endeavours will be made to present the programme as printed. However, SBK: Healthcare reserves the right to alter the programme, speakers, date or venue.