

A Practical Guide to **Tackling**

Bullying in the NHS

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

Monday 3rd December 2018 De Vere W1 Conference Centre London



Chair and Speakers Include:

Dr Anthea Mowat

*Representative Body Chair & Lead Bullying and Harassment Project, British Medical Association
Associate Specialist, United Lincolnshire Hospitals Trust*

Jim Mackey

*Chief Executive
Northumbria Healthcare
NHS Foundation Trust*

Dr Umesh Prabhu

*Consultant Paediatrician
Former Medical Director*

Supporting Organisations



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"24.3% of staff experienced harassment, bullying or abuse from staff in the last 12 months" NHS Staff Survey, NHS England 5th March 2018

"Around one in five doctors in the NHS say they have been bullied or harassed by managers or other staff in the past year. Most incidents go unreported, often because staff believe nothing will happen or they are afraid to raise concerns." British Medical Association 2018

"Bullying and harassment has become an extensive problem in the health sector. Twenty five percent of all NHS staff (one in four people) have admitted that they have been bullied in some way, with 29.9 per cent of all NHS staff sharing that they have suffered some psychological stress due to bullying behaviours." NHS England

This National Conference focuses on the important issue of tackling bullying in the NHS. NHS Employers have stated that "Bullying can have serious consequences for affected individuals and those they work with, reducing productivity and risking poorer patient care". The conference aims to provide a practical guide to clinicians and managers to tackling bullying in your clinical service or organisation.

This conference will enable you to:

- Network with colleagues who are working to tackle bullying in the NHS
- Learn from outstanding practice in developing an effective anti-bullying culture
- Reflect on national developments and learning
- Understand how you can improve trust in their processes for dealing with bullying complaints?
- Ensure staff can speak up about bullying in your service
- Improve the response to bullying complaints and concerns
- Develop your skills in self reflection and assessment of your own behaviour
- Understand how you can improve your skills in supporting staff who have been bullied
- Identify key strategies for managing and working with difficult bullying behaviour
- Ensure you are up to date with the latest developments in HR and employment law
- Self assess and reflect on your own practice
- Gain CPD accreditation points contributing to professional development and revalidation evidence

Follow the conference on Twitter #BullyingNHS

10.00 Chairman's Introduction

Dr Anthea Mowat

*Representative Body Chair & Lead Bullying and Harassment Project, British Medical Association
Associate Specialist, United Lincolnshire Hospitals Trust*

10.15 Tackling Bullying in the NHS

Jim Mackey

*Chief Executive
Northumbria Healthcare NHS Trust
& Former Chief Executive NHS Improvement*

- bullying in the NHS: where are we now?
- tackling bullying in the NHS
- how can organisations improve trust in their processes for dealing with bullying complaints?
- why setting the ground rules is not enough
- creating a positive workplace culture, which aims to prevent issues from escalating, and encourages learning from mistakes

10.45 What is bullying and how can we measure it in practice?

Professor Jan Illing

*Professor of Medical Education Research
Newcastle University*

- bullying: thresholds and definitions
- measuring bullying: tools, measures and metrics
- bullying in the NHS: improving responses

11.15 Happy Staff = Happy Patients: The impact bullying has on patient care and safety

Dr Umesh Prabhu

*Consultant Paediatrician, Medical Director for more than 15 years. Medical
Adviser for International Recruitment*

- how bullying impacts on patient care and safety
- happy staff = happy patients
- examples from my experience as a NHS Trust Medical Director

11.45 Question and answers, followed by coffee and exhibition at 11.55

12.10 Reducing bullying in practice: Ensuring staff can speak up about bullying

Leisa Gardiner

*Freedom To Speak Up Guardian
With Anti Bullying Advisor
Isle of Wight NHS Trust*

- how can we reduce bullying in practice
- ensuring staff feel safe to speak up about bullying
- reducing the fear of reprisal
- the role of our Anti-Bullying Advisors and Freedom to Speak Up Advocates

12.40 EXTENDED SESSION: A step by step guide to tackling bullying when a concern or complaint arises

Speaker to be advised

- identify hotspots and intervening early
- dealing with the situation: the bully and the bullied
- ensuring good practice across the organization: developing the culture

13.15 Questions and answers, followed by Lunch and exhibition at 13.25

14.00 EXTENDED SESSION: Working with and supporting health professionals who have been bullied

Speaker to be advised

- working with and supporting health professionals who have been bullied
- what support is needed?
- managing the psychological impact of bullying
- preventative approaches including building resilience, time to think, and mindfulness techniques
- outcomes in terms of return to work, abstinence and patient experience

14.45 EXTENDED SESSION: Managing and working with difficult bullying behaviour

Dr Megan Joffe

*Chartered Psychologist
Edgecumbe Consulting Group Ltd*

This extended session will focus on managing and working with difficult behaviors, including bullying and undermining; understanding the root causes of difficult behavior, and how these impact team dynamics. A framework and some ideas for encouraging behavior change and improving team dynamics will be explored. The threshold between behavioral concerns and misconduct will also be discussed.

15.45 Question and answers, followed by tea and exhibition at 15.55

16.15 EXTENDED SESSION: Lessons from HR and Employment Law

Andrew Davidson

*Partner
Hempsons Solicitors*

- advice for clinical managers when dealing with disciplinary issues concerning bullying
- ensuring you know where you stand from an employment law perspective
- hot topics and difficult issues

17.00 Question and answers, followed by close

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De Vere W1 Conference Centre, London

> How to book

Book with credit card and receive a 10% discount*

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Surname

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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)

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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**

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 3rd December 2018

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%.

Data Protection - This booking represents a contract between Healthcare Conferences UK and yourself as a delegate at this event

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 ☐

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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.

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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

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