

Quality Summit 2018

Meeting and Measuring Progress against the CQC Quality Ratings

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

Friday 14 September 2018 De Vere West One Conference Centre, London



Chair and speakers include:

Jim Mackey

Chief Executive,
Northumbria NHS Foundation Trust

Alan J Nobbs

*Senior Programme Lead, Programme
Delivery & Frameworks*
NHS Leadership Academy

Supporting Organisations



Quality Summit 2018

Meeting and Measuring Progress against the CQC Quality Ratings

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

Friday 14 September 2018 De Vere West One Conference Centre, London

"Quality has improved overall, but there is too much variation and some services have deteriorated" Care Quality Commission, State of Care Report October 2017

"Future quality is precarious as the system struggles with increasingly complex demand, access and cost. The efforts of staff have largely ensured that quality of care has been maintained – but staff resilience is not inexhaustible, and some services have begun to deteriorate in quality." Care Quality Commission, State of Care Report October 2017

This National Quality Summit focuses on meeting and measuring progress against the CQC Quality Ratings. The conference aims to bring together clinicians and managers leading on quality improvement to understand current issues and the national context, and to debate and discuss key issues and areas they are facing in practice in meeting the CQC Quality Ratings. Through case studies from organisations that have been rated outstanding and extended interactive sessions the event will support you to both measure, monitor and meet the standards, and develop the leadership skills and culture to ensure continuous quality improvement. The conference will also look at future developments including how the CQC's trust-level quality ratings (ie safe, caring, effective, responsive and well-led) will combine with NHS Improvement's Use of Resources rating to produce an overall trust-level rating, and how to measure quality across services and organisations.

"Quality is complex and cannot be measured easily. We have found that trusts often rely on too few metrics to assure themselves about the quality of their services. Overarching measures, such as mortality rates, can be misleading. Although high mortality rates can be a useful indicator that there may be a problem, we have also seen trusts taking false assurance from apparently favourable figures. Trusts that are vigilant about quality look at a range of measures and use them as a driver for improvement." Care Quality Commission 2017

This conference will enable you to:

- Network with colleagues who are working to measure, monitor and improve quality
- Learn from outstanding practice in the measurement and surveillance of quality
- Reflect on the perspectives of organisations which the CQC has rated as outstanding
- Get up to date with national developments in quality measurement
- Reflect on how you can translate the CQC Quality Ratings into improving frontline services
- Understand how to work with staff to drive improvement and reduce variation
- Identify key strategies for changing the way we think about patient experience
- Self assess and expand your skills in quality improvement leadership
- Understand how to measure and improve quality across services and organisations
- Gain cpd accreditation points contributing to professional development and revalidation evidence

100% of delegates at the last conference on this subject would recommend the event to a colleague

Follow the conference on Twitter #NHSQuality

10.00 Chairman's Introduction

Jim Mackey (AM Chair) *Chief Executive, Northumbria NHS Foundation Trust*
Northumbria NHS Foundation Trust was rated outstanding by the CQC, Sir Mike Richards Chief Inspector of Hospitals stated that "We found Northumbria NHS Foundation Trust to be one of the best hospital trusts in England."

10.10 Meeting and measuring progress against the CQC Quality Ratings

Dr Umesh Prabhu
Consultant Paediatrician and Ex-Medical Director
Bury NHS Trust

- assessing 5 key questions: Is a trust/service safe, effective, caring, responsive to patients' needs and well-led?
- measuring and monitoring progress against the CQC ratings in practice
- moving forward

10.40 Clinical Audit for Quality Improvement and Assurance

Carl Walker
Chair National Quality Improvement & Clinical Audit Network (NQICAN)
& Clinical Audit Manager University Hospitals of Leicester NHS Trust

- Overview of how Clinical Audit can be used effectively either as a Quality Improvement or Quality assurance process
- the role of local and national clinical audit in monitoring progress against CQC standards
- our experience of using networks / peer support to help drive improvement

11.10 Question and answers, followed by tea & coffee at 11.20

11.40 EXTENDED SESSION: Translating the CQC Quality Ratings into Frontline Service Delivery Examples of embedded practice from Northumbria NHS Foundation Trust

Jim Mackey
Chief Executive,
Northumbria NHS Foundation Trust
Northumbria NHS Foundation Trust was rated outstanding by the CQC, Sir Mike Richards Chief Inspector of Hospitals stated that "We found Northumbria NHS Foundation Trust to be one of the best hospital trusts in England."

- learning from embedded practice at Northumbria: what were the inspectors looking for?
- developing the culture of the organization
- translating the CQC ratings into frontline service delivery
- learning from our experience

12.30 Question and answers, followed by lunch at 12.40

Chair (PM)

Alan J Nobbs *Senior Programme Lead, Programme Delivery & Frameworks NHS Leadership Academy*

13.30 Delivering outstanding quality

Helen Beck
Chief Operating Officer
West Suffolk NHS Foundation Trust
Suffolk was rated outstanding in January 2018, Inspectors said 'We were extremely pleased with the care we found at West Suffolk NHS Foundation Trust. There were many notable examples of outstanding practice.'

- how to deliver care which is safe, clean and personal every time
- reducing variation to ensure consistently high quality across all wards
- advice and our experience

14.00 Driving Improvement: Tackling variation in quality on the wards

Sally Young
Quality Assurance Matron
University Hospitals of Morecambe Bay

- delivering ward accreditation through internal inspection
- driving improvement and tackling variation on the ward
- ensuring staff feel able to raise concerns

14.30 EXTENDED SESSION: Leading Quality Improvement: Developing your leadership skills

Alan J Nobbs
Senior Programme Lead, Programme Delivery & Frameworks
NHS Leadership Academy

- self assessment of your leadership skills
- leading culture change and empowering others
- leading quality improvement: tips for success
- leading through difficult times

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

15.45 EXTENDED SESSION: Measuring & Monitoring Quality

Simon Swift
Managing Director
Methods Analytics

- what's the difference between a metric and an indicator?
- how many indicators or metrics should an organization focus on?
- prioritising and agreeing the clinical quality metrics to focus on in your organisation
- establishing and agreeing the individual metric limits and targets
- integration into Clinical Quality Dashboards
- introducing clinicians and managers to the data and managing their reaction

16.30 Changing the way we think about patient experience Bringing the Last1000days and Red2Green to life through #EndPJparalysis

Ciara Moore
Chief Operating Officer
The Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust

- enabling patients to get into their own clothes to build system capacity by improving patient flow, enabling more timely discharges, reducing length of stay, and more timely admissions for other patients
- last 1000 days and Red2Green explained
- the impact on patient experience in Nottingham

17.00 Question and answers, followed by Closing remarks, then Close

10% card payments discount*

15% Group booking discount**

Quality Summit 2018

Meeting and Measuring Progress against the CQC Quality ratings

Friday 14 September 2018

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 Friday 14th September 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 ☐

*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.

Data Protection

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

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 ☐

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.



Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.
©Healthcare Conferences UK Ltd 2018