

Outstanding CQC Inspections in Hospitals

Learning Lessons and Sharing Good Practice

Tuesday 21 June 2016 Hallam Conference Centre London

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



Speakers include

Ellen Armistead

Deputy Chief Inspector for Hospitals
Care Quality Commission

Dr Nick Jenkins

Deputy Medical Director
Warrington and Halton Hospitals
NHS Foundation Trust

Supporting Organisations



Outstanding CQC Inspections in Hospitals

Learning Lessons and Sharing Good Practice

Tuesday 21 June 2016 Hallam Conference Centre London

"We have moved from being a regulator that focuses on whether providers are passing a legal threshold – to one that encourages improvement by all services through highlighting good and outstanding practice while ensuring improvements are made to unsafe and poor quality services. Over 70% of providers say that CQC inspections gave them information that helped them to improve their service."

David Behan, Chief Executive, Care Quality Commission

"I want the public to be able to trust us to find out what is good and what is less good in our hospitals, and I want them to be able to trust us to work with our partners to make services better. We have been very pleased to give outstanding ratings to two trusts: Salford Royal and Frimley Park. But equally we have been determined to uncover inadequate care – there were 21 NHS trusts in special measures at some point in 2014/15, and 14 trusts were still receiving support through special measures at the end of the year"

Prof Mike Richards, Chief Inspector of Hospitals, Care Quality Commission

The Care Quality Commission Annual Report 2014/15 highlights that 2% of Hospital Trusts were rated as outstanding, 30% good, 57% requires improvement and 11% inadequate. This conference aims to learn lessons and share good practice from the outstanding CQC inspections in hospitals, and support your service to prepare for CQC inspection. The conference will include a National Update from the **Ellen Armistead, Deputy Chief Inspector for Hospitals at the Care Quality Commission** on the inspection process in hospitals, learning from inspections to date, and requirements to meet the criteria for an outstanding service.

Through national updates and practical case studies the conference will look at developing internal inspection for quality at a local level, succeeding in the domains that the CQC will inspect on, preparing the data, information and improving local monitoring information, and preparing for inspection at a clinical service level.

10.00 Preparing your Clinical Service for CQC Inspection

Dr Nick Jenkins

Deputy Medical Director

Warrington and Halton Hospitals NHS Foundation Trust
Executive Director, National Physician Associate Expansion
Programme & Associate Senior Lecturer, Brunel University,
London

- how can you prepare your ward or clinical service for inspection?
- developing a culture of outstanding quality
- an overview of our inspection and the findings
- a step by step guide to setting up a mock CQC visit

10.45 Leading and inspection team: the onsite process

Chair

Hospital CQC Inspection Team

- how the onsite process works for announced visits
- what the inspection teams are looking for and what information they may ask for onsite
- the role of experts by experience
- my experience as a lead inspector

11.15 Question and answers, followed by coffee and exhibition

11.50 EXTENDED SESSION: Developing internal inspection for Quality

Speaker to be announced

- setting up a process of “internal inspection”, improving standards, and assuring that they are maintained even when the CQC and others aren’t looking
- an overview of our internal inspections and the findings
- learning from internal inspection and ensuring improvement

12.50 Question and answers, followed by lunch and exhibition

14.00 Delivering outstanding quality

Speaker to be announced

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

14.30 Developing a well led organisation

Speaker to be announced

- delivering a well-led organization from board to ward
- developing the culture of the organization: The Frimley Family
- developing the role of the board
- advice for board members preparing for inspection preparation and our experience

15.00 Staffing and skillmix: getting it right in practice

Sue Osbourne CBE

Chair

The Safer Staffing Alliance

Staffing and skill mix are a consistent theme coming out of the hospital inspection reports

- monitoring and assessing staffing and skill mix in your organisation
- listening to frontline staff and ensuring there is a system in place for staffing issues to be highlighted
- tools and guidance that can support planning

15.30 Question and answers, followed by tea

16.00 Preparing the data, information and improving local monitoring information

Daniel Ray

Director of Data Strategy

Methods Consulting

- sources of data and the CQC intelligent monitoring system
- triggers and surveillance indicators for inspection
- local data from the trust: what the inspection requires
- from data to intelligent information at a local level
- developing high quality clinical data systems at a local level
- the role of clinical audits in demonstrating effectiveness

16.30 CLOSING KEYNOTE ADDRESS: CARE QUALITY COMMISSION INSPECTIONS: NATIONAL UPDATE

Ellen Armistead

Deputy Chief Inspector of Hospitals

Care Quality Commission

- the new inspection process
- what have we learnt from the inspections to date
- learning from outstanding inspection reports to spread good practice
- assessing 5 key questions: Is a trust/service safe, effective, caring, responsive to patients’ needs and well-led?
- how can you prepare for inspection?
- announced and unannounced visits
- moving forward

17.00 Question and answers, followed by close

10% Card payments discount*

15% Group booking discount**

Outstanding CQC Inspections in Hospitals

Tuesday 21st June 2016, Hallam Conference Centre, London

> How to book

Book with 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 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

Cardholder's Name

Card No.

Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking for your 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 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

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Tuesday 21st June 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%.

*Card Discount

10% discount when you book with credit 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 details of accommodation.

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 Association of British Professional Conference Organisers.

The information provided will be held on the Healthcare Conferences UK' 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 2015

