




10-12 November 2020

Learning from covid-19 to re-centre patient safety across health and social care

| DAY 1 | Recovery and Reset: Harnessing opportunities from the crisis response to enhance patient care | DAY 2 | Learning from error: Spearheading a preventative approach to patient safety risks | DAY 3 | Empowering our existing workforce: Enhancing staff experience and performance |
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| 09.00 - 09.15 | Chair's opening remarks | 09.00 - 09.15 | Chair's opening remarks <i>Susanna Stanford, Patient Representative</i> | 09.00 - 09.15 | Chair's opening remarks <i>In association with BD</i>  |
| 09.15 - 09.50 | Sustaining safety in times of crisis: Lessons from covid-19 <ul style="list-style-type: none"> Evaluating the health system's ongoing response to the pandemic and patient safety during the crisis Find out how critical care units developed new ways of working to continue care for covid-19 patients whilst also resuming elective care services Gain insight into the safety gaps and challenges that still remain | 09.15 - 09.50 | First do no harm: Actioning recommendations from the Cumberlege review <ul style="list-style-type: none"> Hear from patients who have suffered from physical and psychological harm due to unsafe medicines and medical devices Gain further insight into the issues and challenges faced by the system in relation to ensuring patient safety Learn how partners in the healthcare system are working to | 09.15 - 09.50 | Challenging systemic racism: A driving factor behind the disproportionate impact of covid-19 on BAME communities <ul style="list-style-type: none"> Explore the link between racial discrimination in the NHS and the unequal impact of covid-19 on BAME groups Take back key recommendations from GMC research and reports on inclusive leadership and fitness to practise processes for BAME doctors |

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| <p>as well as innovation opportunities that can be harnessed and its impact on the whole system</p> <ul style="list-style-type: none"> Hear examples from other countries and find out how what approaches they adopted to maintain safety practice and non-covid-19 related care during the pandemic <p>Elaine Thorpe, Critical Care Matron, University College London Hospitals NHS FT</p> <p>Professor Geoff Bellingan, Medical Director, University College London Hospitals NHS FT</p> <p>John Welch, Consultant Nurse, Critical Care & Critical Care Outreach, University College London Hospitals NHS FT</p> <p>Dr David Konrad, MD, PhD, Managing Director, Perioperative Medicine and Intensive Care, Karolinska University Hospital</p> | | <p>adopt a joint approach to embed patient safety at all levels</p> <ul style="list-style-type: none"> Find out what actions are required to improve patient safety in the future and what you can do to implement these changes <p>Baroness Julia Cumberlege CBE DL, Chair, The Independent Medicines and Medical Devices Safety Review</p> <p>Susan Morgan, Patient Representative</p> <p>Jo Gander, Clinical and Product Assurance (CaPA) Director, NHS Supply Chain</p> | <ul style="list-style-type: none"> Hear examples from trusts that have embraced difficult conversations around race and equity in pursuit of making real progress Gain insight into the NHS Race and Health Observatory and find out what analysis and recommendations it will offer to improve outcomes for patients, communities and staff <p>Dr Habib Naqvi MBE, Director, NHS Race and Health Observatory, NHS Confederation and Interim Director, NHS Workforce Race Equality Standard, NHS England</p> <p>Ruth Colville, Senior Project Manager, Hull University Teaching Hospitals NHS Trust</p> <p>Anthony Omo, Director, Fitness to Practise, General Medical Council</p> |
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| 09.50 - 10.00 | Live Q&A with panel | 09.50 - 10.00 | Live Q&A with panel | 09.50 - 10.00 | Live Q&A with panel |
| 10.00 - 10.10 | Short break and session change | 10.00 - 10.10 | Short break and session change | 10.00 - 10.10 | Short break and session change |
| 10.10 - 10.45 | <p>Innovation in assessing and managing patients in the community with suspected covid-19</p> <ul style="list-style-type: none"> Gain insight into national guidance to detect the early deterioration of patients with covid-19 in the community Hear examples of trusts piloting the virtual ward model and learn how this 'new norm' enables patient autonomy and self-management Discuss strategies to ensure patient safety is sustained in a virtual setting and symptoms are not overlooked <p>John Caldwell, Patient Representative</p> | 10.10 - 10.45 | <p>Supporting patients and families after unsafe care: Good engagement when things go wrong</p> <ul style="list-style-type: none"> Gain insight into the long-term impacts of good engagement on both patients and the system Learn how you can implement duty of candour compassionately Gain advice on how to engage patients and families in incident investigations Hear from patient representatives who were involved and engaged after unsafe care. Find out what this meant to them and for patient safety <p>Joanne Hughes, Patient Representative Peter Walsh, Chief Executive, AvMA</p> | 10.10 - 10.45 | <p>Re-imagining care through digital transformation to build a smarter and unified NHS</p> <ul style="list-style-type: none"> Gain insight into the role of TrakCare EPR within NHS Scotland and find out how it has played a major role in improving care delivery by providing a joined-up service for the population Hear examples of how TrakCare has streamlined patient services leading to faster diagnosis and treatment while enhancing patient safety during covid-19 Hear successful examples from trusts that have been agile and responded to needs of patients during covid-19 by embedding remote consultation into their |



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| | <p>Matt Inada-Kim, Acute Physician, Royal Hampshire County Hospital and National Clinical Lead, Deterioration/Sepsis, NHS England and NHS Improvement</p> <p>Dr Matthew J Knight, Consultant Respiratory Physician, West Hertfordshire Hospitals NHS Trust</p> <p>Dr Kuldhir Johal, Vice Chair of Governing Body, NHS Hillingdon CCG</p> <p>Dr Caroline O’Keeffe, GP Partner and Clinical Director, Camrose Gillies and Hackwood Partnership</p> <p>Dr Tara Sood, Consultant Emergency Medicine, Royal Free London NHS FT</p> | | <p>Rosi Reed, Administrator and Trainer, Making Families Count</p> | | <p>digital strategy to support services and patients</p> <ul style="list-style-type: none"> Find out how you can prepare and support your workforce for digital transformation <p>Dr John Payne, Physician Executive & Clinical Safety Adviser – Scotland, Consultant Cardiologist BSc MBChB MD, InterSystems</p> |
| 10:45 - 10:55 | Live Q&A with panel | 10:45 - 10:55 | Live Q&A with panel | 10:45 - 10:55 | Live Q&A with panel |
| 10:55 - 11.05 | Short break and session change | 10:55 - 11.05 | Short break and session change | 10:55 - 11.05 | Short break and session change |



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| <p>11:05 - 11.40</p> | <p>Sustaining continuity of care and rehabilitation to drive recovery for covid-19 patients</p> <ul style="list-style-type: none"> Gain insight into the recovery of covid-19 patients post-discharge and find out what is being done to detect ongoing morbidity and maintain infection control Learn about 'Your COVID Recovery' - the first global online rehab service which supports patient recovery Address the importance of providing ongoing physical and mental health support for patients with long covid symptoms at home and in the community Share strategies to ensure patient safety is sustained through hybrid models of rehabilitation | <p>11:05 - 11.40</p> | <p>Avoiding the avoidable: Improving the way we learn from adverse events</p> <ul style="list-style-type: none"> Gain further updates on the Patient Safety Strategy and its aim to refresh the approach from safety I to safety II Understand the importance of independent specialist advice for patients/families in investigations. Hear directly from patients and find out how this supported them Hear from early adopters of new Patient Safety Response Framework and gain insight into progress, challenges and lessons learned ahead of publication in 2021 Learn how you prepare to implement the Patient Safety Response Framework within your organisation and equip staff with the right skills and knowledge to effectively conduct incident investigations | <p>11:05 - 11.40</p> <p>Caring for our caregivers: Rolling out an effective wellbeing plan to support long-term staff needs</p> <ul style="list-style-type: none"> Address the unique challenges covid-19 has presented for NHS staff including morale injury, increased stress, and trauma Find out what is being done nationally to drive forward mental health and wellbeing initiatives in the long-term Hear successful examples from organisations that have created a safe working environment where staff feel valued Find out what lessons from other industries and major incidents you can apply and translate within a healthcare setting <p>Professor Prathiba Chitsabesan, (FRCPsych), Consultant Child and Adolescent Psychiatrist, Pennine Care NHS FT, and Visiting Professor, Manchester Metropolitan University</p> |
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| | <p>Professor Sally Singh, Head of Pulmonary and Cardiac Rehabilitation, University Hospitals of Leicester NHS Trust</p> <p>Dr Hilary Floyd, Medical Director, NHS Seacole Centre</p> | | <p>Peter Walsh, Chief Executive, AvMA</p> | | <p>Jenny Allen, Director of Workforce, OD & System Development Leeds Community Healthcare NHS Trust and Leeds GP Confederation</p> <p>Lynda Mizen, Fertility Counsellor, Wales Fertility Institute</p> |
| 11:40 - 11:50 | Live Q&A with panel | 11:40 - 11:50 | Live Q&A with panel | 11:40 - 11:50 | Live Q&A with panel |
| 11:40 - 11:50 | Short break and session change | 11:40 - 11:50 | Short break and session change | 11:50 - 12:00 | Short break and session change |
| 11:50 - 12:45 | <p>Closing Keynote: _ My journey from Apartheid to Freedom: Harnessing experiences to strengthen personalised care in the NHS</p> <ul style="list-style-type: none"> Hear from Chris Lubbe, activist and former bodyguard to Nelson Mandela on his experiences resisting the system of 'apartheid' and struggle against discrimination | 11:50 - 12:30 | <p>Interactive Discussion Group</p> <p>(Please note this session is invite-only)</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="background-color: #0056b3; color: white; padding: 2px;">Embedding patient safety at leadership level</p> <p style="background-color: #0056b3; color: white; padding: 2px;">In association with BD</p> </div> | 12:00 - 12:35 | <p>Taking safety on board: Walking the talk as a transparent, compassionate leader</p> <ul style="list-style-type: none"> Discuss the board's core roles in patient safety including developing strategy, ensuring accountability and shaping culture Gain insight into the ways covid-19 has challenged effective leadership – find out how |

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- Find out how Chris is using his experiences to help deliver enhanced personalised care
- Learn what actions you can take to bring about change in your organisations to develop a truly caring NHS

transparency, communication and compassionate leadership impacted patient safety and staff performance

- Learn how you can breakdown hierarchies and encourage leadership at all levels to drive change from the ground-up
- Hear examples from leaders that have embedded the principles of a safety culture across their organisation and the impact this has had on patient care

The Rt Hon Jeremy Hunt MP, Chair, Health and Social Care Committee

Joe Rafferty, Chief Executive, Mersey Care NHS Foundation Trust

Sir David Dalton, Former Chief Executive, Salford Royal FT

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| | | | | 12:35 - 12:45 | Live Q&A with panel |
| 12:45 | End of live sessions Chat room remains open and 1-2-1 meetings take place | 12.30 | End of live sessions Chat room remains open and 1-2-1 meetings take place | 12:45 | End of live sessions Chat room remains open and 1-2-1 meetings take place |