



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
09.00 - 09.15	<b>Chair's opening remarks</b> <i>Shaun Lintern, Patient Safety Congress Chair and Health Correspondent, The Independent</i>	09.00 - 09.15	<b>Chair's opening remarks</b> <i>Susanna Stanford, Patient Representative</i>	09.00 - 09.15	<b>Chair's opening remarks</b> <i>Alastair McLellan, Editor, Health Service Journal</i> <i>In association with BD</i> 
09.15 - 09.50	<b>Sustaining safety in times of crisis: Lessons from covid-19</b> <ul style="list-style-type: none"> <li>Evaluating the health system's ongoing response to the pandemic and patient safety during the crisis</li> <li>Find out how critical care units developed new ways of working to continue care for covid-19 patients whilst also resuming elective care services</li> </ul>	09.15 - 09.50	<b>First do no harm: Actioning recommendations from the Cumberlege review</b> <ul style="list-style-type: none"> <li>Hear from patients who have suffered from physical and psychological harm due to unsafe medicines and medical devices</li> <li>Gain further insight into the issues and challenges faced by the system in relation to ensuring patient safety</li> </ul>	09.15 - 09.50	<b>Challenging systemic racism: A driving factor behind the disproportionate impact of covid-19 on BAME communities</b> <ul style="list-style-type: none"> <li>Explore the link between racial discrimination in the NHS and the unequal impact of covid-19 on BAME groups</li> <li>Take back key recommendations from GMC research and reports on inclusive leadership and fitness</li> </ul>

10-12 November 2020



- Gain insight into the safety gaps and challenges that still remain as well as innovation opportunities that can be harnessed and its impact on the whole system
- 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

**Elaine Thorpe**, *Critical Care Matron, University College London Hospitals NHS FT*

**Professor Geoff Bellingan**, *Medical Director, University College London Hospitals NHS FT*

**John Welch**, *Consultant Nurse, Critical Care & Critical Care Outreach, University College London Hospitals NHS FT*

**Dr David Konrad**, *Managing Director, Perioperative Medicine and Intensive Care, Karolinska University Hospital*

- Learn how partners in the healthcare system are working to adopt a joint approach to embed patient safety at all levels
- Find out what actions are required to improve patient safety in the future and what you can do to implement these changes

**Baroness Julia Cumberlege**, *Chair, The Independent Medicines and Medical Devices Safety Review*

**Susan Morgan**, *Patient Representative*

**Jo Gander**, *Clinical and Product Assurance Director, NHS Supply Chain*

**Dr Aidan Fowler**, *National Director of Patient Safety, NHS England and NHS Improvement and Deputy Chief Medical Officer, Department of Health and Social Care*

to practise processes for BAME doctors

- 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

**Dr Habib Naqvi**, *Director, NHS Race and Health Observatory, NHS Confederation and Interim Director, NHS Workforce Race Equality Standard, NHS England and Improvement*

**Ruth Colville**, *Senior Project Manager, Hull University Teaching Hospitals NHS Trust*

**Anthony Omo**, *Director, Fitness to Practise, General Medical Council*

10-12 November 2020

09.50 - 10.00	<b>Live Q&amp;A with panel</b>	09.50 - 10.00	<b>Live Q&amp;A with panel</b>	09.50 - 10.00	<b>Live Q&amp;A with panel</b>
10.00 - 10.10	<b>Short break and session change</b>	10.00 - 10.10	<b>Short break and session change</b>	10.00 - 10.10	<b>Short break and session change</b>
10.10 - 10.45	<p><b>Innovation in assessing and managing patients in the community with suspected covid-19</b></p> <ul style="list-style-type: none"> <li>Gain insight into national guidance to detect the early deterioration of patients with covid-19 in the community</li> <li>Hear examples of trusts piloting the virtual ward model and learn how this 'new norm' enables patient autonomy and self-management</li> <li>Discuss strategies to ensure patient safety is sustained in a virtual setting and symptoms are not overlooked</li> </ul> <p><b>John Caldwell, Patient Representative</b></p>	10.10 - 10.45	<p><b>Supporting patients and families after unsafe care: Good engagement when things go wrong</b></p> <ul style="list-style-type: none"> <li>Gain insight into the long-term impacts of good engagement on both patients and the system</li> <li>Learn how you can implement duty of candour compassionately</li> <li>Gain advice on how to engage patients and families in incident investigations</li> <li>Hear from patient representatives who were involved and engaged after unsafe care. Find out what this meant to them and for patient safety</li> </ul> <p><b>Joanne Hughes, Patient Representative</b> <b>Peter Walsh, Chief Executive, Action against Medical Accidents (AvMA)</b></p>	10.10 - 10.45	<p><b>Re-imagining care through digital transformation to build a smarter and unified NHS</b></p> <ul style="list-style-type: none"> <li>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</li> <li>Hear examples of how TrakCare has streamlined patient services leading to faster diagnosis and treatment while enhancing patient safety during covid-19</li> <li>Hear successful examples from trusts that have been agile and responded to needs of patients during covid-19 by embedding remote consultation into their</li> </ul>



10-12 November 2020

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



10-12 November 2020

<p>11:05 - 11.40</p>	<p><b>Sustaining continuity of care and rehabilitation to drive recovery for long- covid-19 patients</b></p> <ul style="list-style-type: none"> <li>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</li> <li>Learn about 'Your COVID Recovery' - the first global online rehab service which supports patient recovery</li> <li>Address the importance of providing ongoing physical and mental health support for patients with long covid symptoms at home and in the community</li> <li>Share strategies to ensure patient safety is sustained through hybrid models of rehabilitation</li> </ul>	<p>11:05 - 11.40</p>	<p><b>Avoiding the avoidable: Improving the way we learn from adverse events</b></p> <ul style="list-style-type: none"> <li>Find out what organisational culture and executive behaviour is required for safety II to become a reality</li> <li>Address the importance of expert opinion and the value of a balanced independent and internal resources in an investigation process</li> <li>Learn about the value of a structured patient expert communication process</li> </ul> <p><b>Philip Taylor</b>, Chief Product Officer, RLDatix</p> <p><b>Peter Walsh</b>, Chief Executive, Action against Medical Accidents (AvMA)</p> <p><b>Alison Philips</b>, Patient Representative</p>	<p>11:05 - 11.40</p> <p><b>Caring for our caregivers: Rolling out an effective wellbeing plan to support long-term staff needs</b></p> <ul style="list-style-type: none"> <li>Address the unique challenges covid-19 has presented for NHS staff including morale injury, increased stress, and trauma</li> <li>Find out what is being done nationally to drive forward mental health and wellbeing initiatives in the long-term</li> <li>Hear successful examples from organisations that have created a safe working environment where staff feel valued</li> <li>Find out what lessons from other industries and major incidents you can apply and translate within a healthcare setting</li> </ul> <p><b>Professor Prathiba Chitsabesan</b>, Consultant Child and Adolescent Psychiatrist, Pennine Care NHS FT and Visiting Professor, Manchester Metropolitan University</p>
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10-12 November 2020

	<p><b>Dr Jake Suett</b>, Anaesthetist and Intensive Care Doctor, Queen Elizabeth Hospital</p> <p><b>Professor Sally Singh</b>, Head of Pulmonary and Cardiac Rehabilitation, University Hospitals of Leicester NHS Trust</p> <p><b>Professor Martin Marshall</b>, Chair and <b>Dr Gail Allsopp</b>, Clinical Lead for Clinical Policy, Royal College of General Practitioners</p>				<p><b>Jenny Allen</b>, Director of Workforce, OD &amp; System Development, Leeds Community Healthcare NHS Trust and Leeds GP Confederation</p> <p><b>Lynda Mizen</b>, Fertility Counsellor, Wales Fertility Institute</p> <p><b>Alexandra Blohm</b>, Head of Supporting a Profession under Pressure Programme, General Medical Council</p>
11:40 - 11:50	<b>Live Q&amp;A with panel</b>	11:40 - 11:50	<b>Live Q&amp;A with panel</b>	11:40 - 11:50	<b>Live Q&amp;A with panel</b>
11:40 - 11:50	<b>Short break and session change</b>	11:40 - 11:50	<b>Short break and session change</b>	11:50 - 12:00	<b>Short break and session change</b>
11:50 - 12:45	<p><b>Closing Keynote: My journey from Apartheid to Freedom: Harnessing experiences to strengthen personalised care in the NHS</b></p> <ul style="list-style-type: none"> <li>Hear from Chris Lubbe, activist and former bodyguard to Nelson Mandela on his experiences resisting the system of</li> </ul>	11:50 - 12:30	<p><b>Interactive Discussion Group</b> (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><b>Taking safety on board: Walking the talk as a transparent, compassionate leader</b></p> <ul style="list-style-type: none"> <li>Discuss the board's core roles in patient safety including developing strategy, ensuring accountably and shaping culture</li> <li>Gain insight into the ways covid-19 has challenged effective</li> </ul>

10-12 November 2020



	<p>'apartheid' and struggle against discrimination</p> <ul style="list-style-type: none"> <li>• Find out how Chris is using his experiences to help deliver enhanced personalised care</li> <li>• Learn what actions you can take to bring about change in your organisations to develop a truly caring NHS</li> </ul> <p><b>Chris Lubbe</b>, <i>Activist, inspirational speaker and former bodyguard to Nelson Mandela</i></p>			<p>leadership – find out how transparency, communication and compassionate leadership impacted patient safety and staff performance</p> <ul style="list-style-type: none"> <li>• Learn how you can breakdown hierarchies and encourage leadership at all levels to drive change from the ground-up</li> <li>• 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</li> </ul> <p><b>The Rt Hon Jeremy Hunt MP</b>, <i>Chair, Health and Social Care Committee</i></p> <p><b>Joe Rafferty</b>, <i>Chief Executive, Mersey Care NHS FT</i></p> <p><b>Sir David Dalton</b>, <i>Former Chief Executive, Salford Royal FT</i></p> <p><b>Mike Fairbourn</b>, <i>Patient Safety Chairman, Association of British</i></p>
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10-12 November 2020

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				12:35 - 12:45	<b>Live Q&amp;A with panel</b>
12:45	<p><b>End of live sessions</b></p> <p><b>Chat room remains open and 1-2-1 meetings take place</b></p>	12.30	<p><b>End of live sessions</b></p> <p><b>Chat room remains open and 1-2-1 meetings take place</b></p>	12:45	<p><b>End of live sessions</b></p> <p><b>Chat room remains open and 1-2-1 meetings take place</b></p>