

# Valuing Patient Time Conference - 8 October 2020 **Elect**

An international conference provided by NHS Elect to share the work of the Ambulatory Emergency Care, Specialised Clinical Frailty and Acute Frailty Networks.

Professor Brian Dolan, OBE says:

*'The great strength of NHS Elect has always been its connection to the realities of clinical practice and its collaborative approach to sharing wisdom, insights and learning. This Conference will showcase the best of thinking about frailty and same day emergency care with practical take away messages to apply where you work'*

## Why attend?

- Be inspired by renowned international speakers sharing best practice across the globe
- Hear about the very latest best practice in same day emergency care and services for frail older people
- Gain practical insights that can be used to improve your services
- Meet with like-minded colleagues from across the UK

## What topics does it cover?

- ✓ The system response to providing appropriate quality care for frail older people
- ✓ Clinical case studies
- ✓ Designing systems to meet national priorities
- ✓ A variety of breakout sessions
- ✓ Co-designing service improvements
- ✓ Improving Specialized pathways
- ✓ Utilising the model for improvement
- ✓ QI impact through measurement

*"Keynote speakers were fantastic, setting the scene perfectly.....helped inspire me for the day and then for the journey home and into work tomorrow"* Previous Conference delegate



For queries, please email:  
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In light of the ongoing situation due to the COVID-19 pandemic, we have taken the decision to deliver this conference virtually, FREE to all participants. You can book a place for any or all of the sessions by clicking the links on the agenda below.....

## Who are the speakers?

**Professor Brian Dolan OBE**, Director of Health Service 360 UK, Visiting Professor of Nursing, Oxford Institute of Nursing, Midwifery and Health Research and Honorary Professor of Leadership in Healthcare, University of Salford.

**Stephen Watters**, 'that creative thingy wotsit' This is not entertainment, it's healthcare...

**Dr Ian Sturgess** The history of ambulatory emergency care...

**Professor Simon Conroy** Clinical lead at the Acute Frailty Network, Professor of Geriatric Medicine, University of Leicester and Honorary Geriatrician, University Hospitals of Leicester

**Professor Alf Collins** NHS England's Clinical Director, Personalised Care Group. Visiting professorship in person-centred care, Coventry University, Honorary Fellowships – RCP and RCGP. Researcher and widely published on self-management support, shared decision making, care planning, co-production, patient activation and patient engagement.

**And more speakers to be confirmed...**

**Please click on the links in the following page to register your place to attend the sessions.** Further details on the talks will be provided in due course



09:30	<p><b>Welcome and introduction</b>  <a href="#">Register for this session by clicking here</a> (please remain on this link for next session)</p>
09:40	<p><b>Keynote speaker: Valuing Patient's Time</b>  This session will be delivered by <b>Professor Brian Dolan, Director Health Service 360</b>  <a href="#">Register for this session by clicking here</a></p>
10:15	<p><b>Keynote speaker: This Is Not Entertainment This Is Healthcare</b>  This session will be delivered by <b>Dr. Stephen Watters, Director, 'that creative thingy wotsit'</b>  <a href="#">Register for this session by clicking here</a></p>
10:40	<p><b>Keynote speaker: The History of AEC</b>  This session will be delivered by <b>Dr. Ian Sturgess, Clinical Director, NHS Emergency Care Improvement Programme</b>  <a href="#">Register for this session by clicking here</a></p>
11:05	<p><b>Frailty Improvements</b>  This talk will be hosted by <b>Professor Simon Conroy, AFN and SCFN Clinical Lead, and Matt Tite, Measurement lead for AFN and SCFN and Director at NHS Elect</b>  <a href="#">Register for this session by clicking here</a></p>
<p><b>Morning Breakout sessions</b></p>	
11:35	<p><b>Breakout 1: EBD</b> <a href="#">Register for this session by clicking here</a>  This session includes:</p> <ul style="list-style-type: none"> <li>○ Using experience based design to improve care in an acute frailty environment</li> <li>○ Improving the identification of frailty in the Acute Medical Unit</li> <li>○ Experience-based design to improve communication for frail patients on a cardiology ward</li> <li>○ Patient Representatives – A Valuable Tool in Striving for Excellence in the care of frail older people</li> </ul> <hr/> <p><b>Breakout 2: SDEC Frailty</b> <a href="#">Register for this session by clicking here</a>  This session includes:</p> <ul style="list-style-type: none"> <li>○ Same Day Emergency Care unit (SDEC) for frail patients</li> <li>○ Mid Essex Hospitals Frailty Unit – Developing Our Ambulatory Frailty Service</li> <li>○ Improved same day discharges from the geriatric ward by introducing innovative multidisciplinary meeting and changing leadership role.</li> </ul>



## Lunchtime Breakout sessions

### **Breakout 1: SAEC [Register for this session by clicking here](#)**

This session includes:

- Creating A Sustainable Surgical Ambulatory Care Unit
  - Start Small, Think Big - Ambulatory Emergency Surgery and Patient Experience
  - Improved surgical pathways for better patient experience and reduced length of stay
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12.45

### **Breakout 2: AEC [Register for this session by clicking here](#)**

This session includes:

- The Emergency Multi-disciplinary Unit
- AEC analysis
- Others to be confirmed

## Afternoon Breakout sessions

### **Breakout 1: Front Door Frailty [Register for this session by clicking here](#)**

This session includes:

- Integrating a Frailty Service in the Emergency Department: A Pilot Study
  - Developing a Front Door Frailty Service; the challenges and successes
  - Shrewsbury and Telford Hospital – Front door frailty journey
  - Implementation of a Frailty Intervention Team in Urgent Care
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13.55

### **Breakout 2: Acute Frailty [Register for this session by clicking here](#)**

This session includes:

- I counted every crack in the wall: the patient experience of waiting
- A new approach to frailty in Stockport – truly valuing patients time
- AFN Optimiser & Frailty Tool
- The innovation and implementation of the East Kent Frailty Strategy

### **Key Note Speaker: Patient-Centred Approach**

This session will be delivered by **Professor Alf Collins, Clinical Director, NHS England**

[Register for this session by clicking here](#) (please remain on this link for closing remarks)

15:05

### **Closing Remarks [Register for this session by clicking here](#)**

15.35

**CLOSE**

15:45

