

# Meeting the Quality and Productivity Challenge in Mental Health

Wednesday 20 October 2010

Manchester Conference Centre, Manchester

## TOPICS INCLUDE:

- Meeting the Quality and Productivity Challenge: the task ahead
- Commissioning for Quality and Productivity in Mental Health
- Monitoring Quality and Productivity in Mental Health
- Quality and Productivity in our primary Mental Health and early intervention services
- Involving service users in Quality and Productivity
- Leadership for Quality and Productivity in a mental health setting
- Promoting innovation for Quality and Productivity in Mental Health
- Improving Productivity in Mental Health
- Developing an innovative culture to deliver improved Productivity within mental health services
- Linking redesign Quality and Productivity

## CHAIR AND KEYNOTE SPEAKERS:

### **Sandy Taylor OBE**

*Previously Chief Executive  
Coventry and Warwickshire  
Partnership Trust and previously  
Chair Mental Health Act  
Implementation Group*

### **Sam Allen**

*Service Director  
Sussex Partnership  
NHS Foundation Trust*

### **Kieron Murphy**

*National Programme Director,  
World Class Commissioning Mental  
Health Programme  
National Mental Health  
Development Unit*

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**“This economic challenge presents us all with a reason to evaluate the quality of care we deliver and to make major changes which will increase our efficiency, reduce waste and improve the experience for patients. Putting these considerations at the forefront of our daily practice will allow us to secure a great future for the NHS founded on the principles of best value and quality of care for all.”**

THE NHS QUALITY, INNOVATION, PRODUCTIVITY AND PREVENTION CHALLENGE: AND INTRODUCTION FOR CLINICIANS, DEPARTMENT OF HEALTH, MARCH 2010

Chaired by **Sandy Taylor OBE** *Previously Chief Executive Coventry and Warwickshire Partnership Trust and previously Chair Mental Health Act Implementation Group*, this one day conference provides delegates with a practical guide to meeting the quality and productivity challenge in Mental Health. The conference opens with a focus on working in different ways to deliver high quality care for all, developments from the NHS Productivity Unit and the individual's role in supporting quality, innovation, productivity and prevention.

Through a series of presentations delegates will have the opportunity to hear from and question a variety of healthcare professionals on topics including, commissioning for quality and productivity in Mental Health, and supporting a culture of measurement for improvement.

**“The productive mental health ward programme seeks to bring about improved quality of care at increased efficiency.”**

QUALITY AND PRODUCTIVITY, THE PRODUCTIVE MENTAL HEALTH WARD, NHS INSTITUTE FOR INNOVATION AND IMPROVEMENT, NOVEMBER 2009

The afternoon sessions continue with case study examples of quality and productivity in Mental Health. **Mark Hipkiss** *Project Lead NHS East Midlands* and **Steve Williamson** *Senior Nurse Nottinghamshire Healthcare NHS Trust* deliver a presentation on Improving Productivity in Mental Health with a focus on using the productive mental health ward methodology to support quality and productivity.

The conference concludes with a presentation from **Wendy Wallace** *Chief Executive Camden and Islington NHS Foundation Trust*, who will discuss redesign to promote quality and productivity, embedding quality and productivity into redesign and tools for sustainability and innovation.

## Chair: Sandy Taylor OBE

Previously Chief Executive Coventry and Warwickshire Partnership Trust and previously Chair Mental Health Act Implementation Group

### 10.00 Chairman's introduction

### 10.10 Meeting the Quality and Productivity Challenge: the task ahead

#### Dr Neil Deucher

Medical Director NHS West Midlands Consultant Psychiatrist and Associate Registrar (Medical Management)  
Royal College of Psychiatrists

Neil was a former Medical Director at Birmingham and Solihull Mental Health NHS Foundation Trust

- working in different ways to deliver high quality care for all
- developments from the NHS Productivity Unit
- the individuals role in supporting quality, innovation, productivity and prevention

### 10.40 Commissioning for Quality and Productivity in Mental Health

#### Craig Harris

Associate Director, Joint and Specialised Commissioning  
NHS Manchester

- ensuring commissioning is driven by quality and productivity
- CQUINS and rewarding quality in mental health through incentives
- commissioning for improvement in mental health: measurement principles, incentives and learning from the best

11.10 Questions and answers, followed by coffee and exhibition at 11.20

### 11.50 Monitoring Quality and Productivity in Mental Health

#### Thomas Kearney

Community Acute Service Manager  
Oxford and Buckinghamshire Mental Health Partnership Trust

- monitoring the quality and productivity in mental health
- engaging people in quality and productivity
- supporting a culture of measurement for improvement

### 12.15 Quality and Productivity in our primary Mental Health and early intervention services

#### Sam Allen

Service Director Sussex Partnership NHS Foundation Trust  
with Dr Nick Lake  
Clinical Director Sussex Partnership NHS Foundation Trust

- improving access
- using service user and staff experiences
- supporting a culture of innovation

### 12.40 Involving service users in quality and productivity

#### Laurie Bryant

National Service User Lead  
Department of Health

- using quality and productivity to actively involve mental health users and relatives in their care
- developing user involvement in the implementation of quality and productivity
- user involvement in commissioning to improve quality and prevent failures

13.05 Questions and answers, followed by lunch and exhibition at 13.15

## FOCUS: QUALITY AND PRODUCTIVITY IN PRACTICE

### 14.00 Leadership for Quality and Productivity in a mental health setting

Case study: the Rotherham, Doncaster and South Humber (RDASH) approach

#### Christine Boswell

Chief Executive  
Rotherham, Doncaster and South Humber Mental Health  
NHS Foundation Trust

- leading differently: how leadership needs to change in mental health
- supporting and empowering frontline staff to take ownership of quality
- leading for innovation

### 14.30 Promoting innovation for Quality and Productivity in Mental Health

#### Kieron Murphy

National Programme Director, World Class Commissioning  
Mental Health Programme  
National Mental Health Development Unit

- innovations in mental health for quality and productivity: moving forward
- sharing innovative practice for improvement
- our approach and developments at the NMHDU

### 15.00 Improving Productivity in Mental Health

Case study: The Productive Mental Health Ward and Quality and Productivity

#### Mark Hipkiss

Project Lead NHS East Midlands

with Steve Williamson

Senior Nurse Nottinghamshire Healthcare NHS Trust

- using tools effectively to improve quality and productivity
- using the productive mental health ward methodology to support quality and productivity
- tools for sustainability and innovation
- case studies in practice from health and industry

15.30 Questions and answers, followed by tea and exhibition at 15.40

### 16.00 Developing an innovative culture to deliver improved Productivity within mental health services

#### Therèsa Moyes

Director of Clinical Development  
South Staffordshire and Shropshire Healthcare  
NHS Foundation Trust

- whose problem – whose solution?
- enabled or required to think differently and test out alternatives?
- seeing improved productivity as linked to quality not just money
- being playful yet systematic

### 16.30 Linking redesign Quality and Productivity

#### Wendy Wallace

Chief Executive  
Camden and Islington NHS Foundation Trust

- redesign to promote quality and productivity
- embedding quality and productivity into redesign
- our approach and developments from Camden and Islington
- tools for sustainability and innovation

17.00 Questions and answers, followed by close

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**Venue**  
Manchester Conference Centre, UMIST, Weston Building, Sackville Street, Manchester, M1 3BB. A map of the venue will be sent with confirmation of your booking.

**Date**  
Wednesday 20 October 2010.

**Conference fee**

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