

Measuring & Monitoring

Clinical Quality

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

Friday 22 September 2017 De Vere West One Conference Centre, London



Chair & Speakers Include:

Philip Cockayne
Consultant
Good Governance Institute

Dr David Evans
Chief Executive
Northumbria NHS Foundation Trust

Supporting Organisations



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“Quality is complex and cannot be measured easily. We have found that trusts often rely on too few metrics to assure themselves about the quality of their services. Overarching measures, such as mortality rates, can be misleading. Although high mortality rates can be a useful indicator that there may be a problem, we have also seen trusts taking false assurance from apparently favourable figures. Trusts that are vigilant about quality look at a range of measures and use them as a driver for improvement.” Care Quality Commission 2017

This conference focuses on measuring and monitoring clinical quality in line with the findings outlined in the 2017 Care Quality Commission publication ‘The State of Care in Acute Hospitals’.

This conference will enable you to:

- Network with colleagues who are working to measure, monitor and improve clinical quality
- Learn from outstanding practice in the measurement and surveillance of clinical quality
- Reflect on the perspectives of organisations which the CQC has rated as outstanding
- Get up to date with national developments on in quality measurement
- Reflect on the development of your own services including your own metrics for quality and quality surveillance
- Understand how to work with staff to improving clinical audit practice
- Identify key strategies for improving the surveillance of quality in your service
- Self assess and expand your skills in internal inspection for quality
- gain cpd accreditation points contributing to professional development and revalidation evidence

100% of delegates at the last conference on this subject would recommend the event to a colleague

10.00 Chairman's Introduction

Philip Cockayne

Consultant

Good Governance Institute

10.10 Measuring and monitoring the quality of your service

Nancy Dixon

Healthcare Quality Consultant

Healthcare Quality Quest

- measuring and monitoring quality in your service
- what is the standard for quality?
- key elements of clinical quality

10.40 EXTENDED SESSION: Measuring & Monitoring Quality

Simon Swift

Managing Director

Methods Analytics

- prioritising and agreeing the clinical quality metrics to focus on in your organisation
- ensuring a range of measures: ensuring you are not relying on too few metrics, or focusing on overarching measures such as mortality
- what's the difference between a metric and an indicator?
- how many indicators or metrics should an organization focus on?
- establishing and agreeing the individual metric limits and targets
- integration into Clinical Quality Dashboards

11.20 Questions & answers, followed by tea & coffee at 11.30

12.00 EXTENDED MASTERCLASS: CQC Outstanding, what were the inspectors looking for? Examples of embedded practice from Northumbria NHS Foundation Trust

Dr David Evans

Chief Executive

Northumbria NHS Foundation Trust

Northumbria NHS Foundation Trust was rated outstanding by the CQC, Sir Mike Richards Chief Inspector of Hospitals stated that "We found Northumbria NHS Foundation Trust to be one of the best hospital trusts in England."

- learning from embedded practice at Northumbria: what were the inspectors looking for?
- how we measure and monitor quality in Northumbria
- developing the culture of the organization
- our experience

12.40 Questions & answers, followed by Lunch at 12.50

13.50 EXTENDED SESSION: Clinical audit : Assurance or improvement

Carl Walker

Chair

National Quality Improvement & Clinical Audit Network (NQICAN)

Clinical Audit Manager

University Hospitals of Leicester NHS Trust

"For a trust to be confident about the quality of its services there must be a comprehensive clinical audit programme supported by a programme of continuous quality improvement... Trusts rated good and outstanding have effective clinical audit processes and ensure that audits are used to drive quality improvements" CQC 2017

- clinical audit as a quality improvement tool
- self assessment of your clinical audit practice
- engaging clinicians in clinical audit that changes practice
- completing the cycle: principles of re-audit
- examples of local audit led change in practice

14.50 Questions & answers, followed by tea & coffee at 15.00

15.25 Learning from what people tell us we get right!: Always Events

Jenny King

Chief Research Officer

Picker

- Importance of listening to compliments and positive experiences of care
- Always Events: learning from what people tell us we get right
- Examples of Always Events
- Understanding the success of your Always Events

15.55 Developing your quality dashboard: from data to intelligent information and board assurance

Andrew Cockayne

Director Captive Health

& former NHS Head of Patient Experience

- getting hard data from soft information
- turning data into intelligent management information
- developing early warning systems to highlight failing quality
- communicating results to drive improvement
- assuring the board on quality

16.25 Questions & answers, followed by Closing remarks

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Organisation

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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)

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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 emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

De Vere West One 9-10 Portland Place, London, W1B 1PR
Telephone: 0207 034 9700. A map of the venue will be sent with confirmation of your booking.

Date Friday 22 September 2017

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%.

*Credit card Discount

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On confirmation of your booking you will receive information for booking accommodation should you require it.

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

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