Implementing and Monitoring Progress against the

6Cs in Nursing
Care, Compassion, Competence, Communication, Courage and Commitment

Delivering ‘Compassion in Practice’ the CNO’s 3 Year Strategy
For Nursing, Midwifery and Care Staff

Tuesday 11 March 2014  Hallam Conference Centre, London

Chairman and Speakers Include:

Caroline Alexander
Chief Nurse, London
NHS England

Juliet Beal
Director of Nursing: Quality Improvement and Care
NHS England

Howard Catton
Head of Policy
Royal College of Nursing

Compassion In Practice:
A Summary of the Implementation Plans

Developing our culture of compassionate care

Bradford Teaching Hospitals
NHS Foundation Trust

Blackpool Teaching Hospitals
NHS Foundation Trust

Recognised by

HEALTHCARE CONFERENCES UK
Chaired by Caroline Alexander, Chief Nurse for London, NHS England, this national conference focuses on delivering ‘Compassion in Practice’ the CNO’s 3 Year Strategy for Nursing, Midwifery and Care Staff which outlines the 6Cs for Nursing: Care, Compassion, Competence, Communication, Courage and Commitment. The conference, with an opening address from Juliet Beal, Director of Nursing for Quality Improvement and Care at NHS England, will look at how the 6C’s align with the recommendations from the Francis report, and will provide practical guidance for implementing the 6Cs and monitoring progress to ensure the delivery of high quality compassionate nursing care.

“I want the profession to work together, with honesty and openness, to rebuild the trust in our profession and make a positive difference to those we care for.”
Jane Cummings Chief Nursing Officer for England 8.2.13

“We are transforming nursing, building and strengthening leadership at every level of the health and social care system. Through implementation of Compassion in Practice, this includes creating a system of accreditation for leaders in nursing, reviewing the role and function of Directors of Nursing, and appointing more former nurses as nonexecutive directors. A network of caremakers, who are students and newly qualified nurses and midwives, will promote the values of the “6Cs” and Compassion in Practice.”
Patients First and Foremost: the Initial Government Response to the Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry, Department of Health 28.3.13

“As Chief Nursing Officer for England, I want to make sure we give our patients the very best care with compassion and clinical skill, ensure pride in our professions and build respect... The actions set out in this vision and strategy, which have been developed with you, will change the way we work, transform the care of our patients and ensure we deliver our culture of compassionate care.”
Jane Cummings, Chief Nursing Officer for England NHS England
Tuesday 11 March 2014     Hallam Conference Centre, London

10.00  Chairman’s Introduction
Caroline Alexander Chief Nurse, London
NHS England

10.10  6Cs: National Update
Juliet Beal
Director of Nursing: Quality Improvement and Care
NHS England

• The 6C’s: National developments and progress
• how the 6C’s outlined in ‘Compassion in Practice’ fit within the recommendations of the Francis report
• monitoring progress against the implementation plans and six action areas at ward and organisational level
• the 6Cs of leadership
• learning from Mid Staffordshire: key themes for nursing highlighted in the Francis report
• the national scheme to recognise excellence in the implementation of 6Cs

10.50  Policy and practice challenges facing nurses and the profession in the run up to the next General Election
Howard Catton
Head of Policy
Royal College of Nursing

• the Governments response to Francis and key actions following this
• maintaining quality and delivering on efficiency
• ensuring safe staffing levels
• the future NHS and reconfiguration of health services

11.20  Question and answers, followed by coffee and exhibition

11.50  Compassion in Practice: Ensuring the delivery of compassionate care
Kay Riley
Chief Nurse
Barts Health

• how to create a conversation and momentum in a large complex organisation around care and compassion
• engaging staff in thinking and being able to put themselves in the shoes of a patient
• embracing staff commitment and passion to always focus on the ‘small things’: how this is evolving in our organisation

12.20  Implementing to 6Cs across organisations – involving all
Paul Jebb
Assistant Director of Nursing (Patient Experience)
Blackpool Teaching Hospitals NHS Foundation Trust

• monitoring progress against the 6Cs at organisational level
• benchmarking progress across the organisation
• communicating progress including the role of social media
• are we providing a positive experience of care for patients

12.50  Question and answers, followed by lunch and exhibition

13.50  Promoting leadership which constantly reinforces values and standards of care
Bronagh Scott
Director of Nursing and Patient Experience
Whittington Health NHS Trust

• identifying nurses who want to undertake, or are capable of undertaking leadership roles and providing adequate training
• encouraging professional development in nursing leadership and management and incentivising high standards of performance
• engaging organisational support for nurses leaders

14.00  Courage in nursing: how do we empower nurses to speak up and be accountable for high quality care
Sam Foster
Chief Nurse
Heart of England NHS Foundation Trust

• ensuring openness, transparency and candour throughout the system about matters of concern
• nurse staffing levels and patient safety: should there be guaranteed staffing levels?
• supporting positive staff experience: our experience in South Tees

14.25  Monitoring progress against the 6Cs at organisational level
Carole Webster
Deputy Director of Nursing
Epsom and St Helier University Hospitals NHS Trust

• monitoring progress against the 6C’s at organisational level
• benchmarking progress across the organisation and using quality care metrics
• communicating progress including the role of social media
• are we providing a positive experience of care for patients?

15.15  Question and answers, followed by tea

15.45  Communicating, implementing and monitoring 6Cs on the wards
Paul Rafferty
Ward Manager
Bradford Hospitals NHS Foundation Trust

• leading the 6Cs in action on the wards
• delivering a positive culture on the ward
• monitoring and demonstrating progress against the 6Cs from a Ward Managers perspective

15.50  Achieving a culture of compassionate care
Flo Panel-Coates
Director of Nursing
Barking, Havering and Redbridge University Hospitals Trust

• how do you assess and improve compassionate care
• the "Cultural Barometer" explained
• responding to feedback and effectively addressing concerns

16.45  Question and answers, followed by close
Implementing and Monitoring Progress against the 6Cs in Nursing
Tuesday 11 March 2014 Hallam Conference Centre, London

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