**Risky Business London 2014:**
Learning from Others
“Reality Check and Opportunities for Individuals”
Thursday 11th & Friday 12th September 2014
Kings Place
90 York Way, London, N1 9AG

**Programme**

**DAY ONE: Thursday 11th September 2014**

**Theme for the Day: Reality Check – Where we are now**

07:30 – 08:30 Registration

Chair: Charlie Stayt (BBC Breakfast)

08:30 – 08:40 Opening Address: Julian Nettel, CEO of Great Ormond Street Hospital for Children Foundation Trust

**Lessons from Defining Moments – Understanding Complexity**

08:40 – 09:00 BP Deep Water Horizon – Tony Hayward, former CEO BP, now Chief Executive, Genel Energy and Chairman Glencore

09:00 – 09:20 Being a patient in your own ICU and no one will agree with your diagnosis - Professor Michael Buist, Professor of Health Services and intensive care specialist

09:20 – 09:40 The threats still facing us - Air Vice Marshal Michael Harwood

09:40 – 10.05 Morning Coffee Break

**How do we recognize excellent and failing individuals, teams & organisations?**

10:05 – 10:20 Reflections from Mid Staffordshire, a short interview Julie Bailey Mid Stafford Hospital Whistleblower – subsequently forced to leave town.

10:20 – 10:50 All we need is HSMR data? A debate between Roger Taylor (Dr Foster) and Professor Nick Black of The London School of Hygiene and Tropical Medicine

10:50 - 11:10 The role of real time patient feedback on the web - Dr Neil Bacon, founder of Doctors.net.uk and iWantGreatCare.
## Programme

### 11:10 - 11:30
All we need to do is live with and observe teams in action - **Mark de Rond**, Ethnographer, Professor in Strategy & Organisation, Cambridge Judge Business School.

### 11:30 – 11:55
How the CQC assess organizations - **David Prior**, Chair CQC with **James Titcombe**, CQC Advisor, who tragically lost his son Joshua

### 11:55 – 12:15
All we need is one single regulator - **Gretchan Haskin**, Formerly CAA, Director NATS and US Air Force as a Pilot

### 12:15 – 13:15
Lunch

### Human Factors and Performance

#### 13:15 – 13:40
Resilience Engineering: Learning from things that go right - **Professor Erik Hollnagel**, University of Denmark and Human Factors Guru

#### 13:40 – 14:00
How do you manage your risk as a foreign correspondent in a war zone? – **Bill Neely**, Chief Global Correspondent for NBC News

#### 14:00 – 14:25
Human dynamics & situational awareness in extreme stress, e.g. police shootings - **Professor William Lewinski** from Minnesota State University and world leading behavioural scientists.

#### 14:25 – 14:45
Chimp Paradox – Understanding and managing our emotive triggers and human side – **Glenn Mead**, Director of Corporate Programmes, Chimp Management (Founded by Steve Peters)

#### 14:45 – 15:05
Flying UAVs – analogy to robotic surgery and remote monitoring of ICU’s - maintaining one’s human side when operating remotely - **Wg Cdr Andy Jeffrey**, UAV Specialist, RAF Rtd

#### 15:05 – 15:35
Afternoon Coffee Break

## Big Data, Space and Improvement Science?
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15:35 – 15:55  Space Storms and Predicting Outcomes - Kevin Fong, Intensivist, Astrophysicist, and TV Presenter

15:55 – 16:15  The role of improvement science in bettering decision making and patient safety - Professor Martin Marshall, Professor Improvement Science, UCL

Or is it really all about luck?

16:15 - 16:40  When to hold and The Butterfly Effect - Caspar Berry, Professional Gambler and poker advisors on the Movie, Casino Royale

16:40 – 17:05  Illusion and cold reading - Ian Rowland, author of ‘The Full Facts Book of Cold Reading’

17:05 – 17:15  Close and summary
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DAY TWO: Friday 12th September 2014

Theme for the Day: Opportunities for Individuals at all levels of the organization

07:30 – 08:30 Registration

Chair: Katie Derham (BBC Presenter)

High performing individuals and teams

08:30 – 08:50 Hiring the right person – how the Red Arrows do it Andy Offer, Red 1

08:50 – 09:10 ‘Choose Your Attitude’, Rowing single handed across the Atlantic – Debra Searle, Athlete, and TV Presenter

09:10 – 09:40 When Gaby Logan met Lizzy Yarnold – what does it take to win a gold medal at the winter Olympics in the skeleton and the role of imagery

09:40 – 10:35 Leadership Panel: Doing more for less, faster, cheaper and safer – how the heck do we keep doing that?
• Bringing the best out of individuals and teams
• what keeps me awake at night
• work life balance

Chair: Fiona Godlee, Editor-in-Chief BMJ

Claire Williams, Head Williams Formula 1 Racing Team

Madeline Bell, President and COO of Children’s Hospital of Philadelphia

Cressida Dick, Assistant Commissioner, Metropolitan Police in London

Garry Copeland, Managing Director of Operations British Airways

Fiona Dalton, CEO of University Hospital Southampton NHS Foundation Trust
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10:35 – 11:00 Morning Coffee Break

When the “Rose Tinted Glasses Fail” – Mediation and Conflict Resolution

11:00 – 13:00 Mediation Alive- a theatrical demonstration of dealing with a dispute’. ‘To mediate or not: a live demonstration of conflict resolution’ from Leaders from The Centre for Effective Dispute Resolution Chula Rupasinha (MCIP, CEDR Panel Mediator), Fiona Colquhoun (Director) and Ranse Howell (Head of the Negotiation and Leadership Academy)

13:00 – 13:55 Lunch

Reconciliation & Restorative Justice

13:55 – 14:20 Brooke Kinsella, Actress (East Enders), Author and Anti-Knife Crime Campaigner, tells the tragic story of the murder of her brother Ben and her journey exploring the role of restorative justice

14:20 – 14:50 How do you approach & tell a patient or family you have made a terrible mistake – Hearing how to approach this from people who have heartbreakingly had to experience this. Martin Bromiley (A Pilot, who tragically lost his wife) / Claire Bowen (A Mum, who tragically lost her 6 year old daughter) / XX (A Lawyer from The MPS)

14:50 – 15:10 Afternoon Tea Break

Teams “Up close and personal” with their Data – Is this the best way to drive continuous improvement?

15:10 – 15:30 Plotting and learning from the flight path of each patient after cardiac surgery using lessons from Air France Flight 447. Ed Hickey, Cardiac Surgeon Toronto & Guy Hirst, Retired BA training Captain
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15:30 - 15:45  Talking about “The Good, The Bad and The Ugly” at Weekly Grand Governance Rounds – Allan Goldman, Great Ormond Street Hospital

15:45 – 16:05  What do our auditors know about us and how should we interact with them and their data? – Sara Siegel, Partner Healthcare, Deloitte

Or, is it all about culture?

16:05 – 16:25  How do you change your entire hospital staff every 6 months and still remain a “World Class” Trauma Unit - Lessons from Camp Bastion.  Lieutenant Colonel Tania Cubison

16:25 – 16:45  Can our school dinners’ culture really be changed – John Vincent, Founder Leon Restaurants, Advisor to Michael Gove

16:45 – 17:05  Changing patient safety culture across an entire Nation - Stephen Muething, Vice President for Safety, Cincinnati Children’s Hospital US

17:05 – 17:15  Summary and iPad draw

17:15 – 18:15  Drinks Reception