Implementing the Recommendations from Francis

Assessing and Transforming The Culture of an NHS Service

Tuesday 9 July 2013    Hallam Conference Centre, London

Key Learning Objectives

• Assessing culture in your NHS service
• Interactive session: The Cultural Barometer
• Interactive session: Implementing a culture change programme
• Developing a compassionate culture
• Case study: Changing culture and values in practice
• Interactive facilitated session: Culture assessment tool in practice

Recognised by

Good Governance Institute
Institute of Healthcare Management
CPD Member
Healthcare Conferences UK
Implementing the Recommendations from Francis

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“The scale of Robert Francis’s report cannot be overestimated – and neither can the magnitude of cultural change it calls for”
The Guardian 6 February 2013

The Francis Inquiry into Mid Staffordshire NHS Foundation Trust makes 290 wide ranging recommendations for improvement, however all the recommendations are based upon an underlying foundation that the NHS requires a fundamental culture change.

“You can identify in the report three fundamental problems with the culture of our National Health Service... First, a focus on finance and figures at the expense of patient care. ...Second, there was an attitude that patient care was always someone else’s problem... no-one was accountable...Third, defensiveness and complacency..... Francis finds all too often a culture of only explaining the positives rather than any critical analysis.”
Prime Minister David Cameron February 2013

This conference focuses on assessing and improving the culture of your NHS organisation or service. Interactive masterclasses, case studies and presentations will focus on how you understand culture, values and the relationship between culture and behaviour. How you can implement a culture change programme to ensure a compassionate, open and honest service where staff are motivated and empowered to lead for quality improvement and patient safety. You will leave the conference with a practical toolkit of approaches to help you face the challenge of this difficult issue.

Programme

09.30 Coffee and Registration  Chairman: Maxine Power Director NHS Quest & National Improvement Advisor QIPP

10.00 Assessing Culture in your NHS Service  What is culture? Why is it difficult to change?  Assessing and changing culture; tools and techniques

11.00 Coffee

11.30 INTERACTIVE SESSION: The Cultural Barometer  Flo Panel-Coates Director of Nursing  Barking, Havering and Redbridge University Hospitals NHS Trust  Understanding attitude, culture and values of your service  Using the Cultural Barometer in practice

13.00 Lunch

13.45 INTERACTIVE SESSION: Implementing a Culture Change Programme  Sue Stirling Associate The Good Governance Institute  Strategies and models for Culture Change  Developing new models of culture and service change

14.45 Case Study: Changing Culture and Values in Practice  Dr Umesh Prabhu Medical Director  Wrightington Wigan and Leigh NHS Foundation Trust  How do we change culture and values in practice?  Changing the culture of the medical workforce  Our experience

15.45 Coffee

16.15 INTERACTIVE SESSION: Culture assessment tool in practice  Using the Manchester Patient Safetey Framework (MaPSaF) to assess progress in developing a patient safety culture

17.15 Summary and Close

Visit our website www.healthcareconferencesuk.co.uk

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