



European Exchange Study Visit



29th to 30th October 2015

Darent Valley Hospital,
Dartford, Kent



INVESTORS
IN PEOPLE

Professional care, exceptional quality

Welcome



From the CEO
Ms Susan Acott

Dear Colleague,

It is my great pleasure and honour to welcome you to the UK, Kent and to Darent Valley Hospital during your European Study Tour. I hope you will find the experience thought provoking and enjoyable.

It is my observation and experience, that those of us involved in the delivery and administration of healthcare are constantly looking outwards and beyond our own jurisdictions to learn and reflect on how we meet the challenges of 21st century healthcare. Regardless of the healthcare system in which we operate, the challenges are the same: an ageing population; reluctance from payers leading to decreasing revenues; an increasing focus on patient safety. The solutions and mitigations will be similar: leadership and culture; IT and technology enabled care; skills acquisition and flexibility of our workforce; improved regulation. I hope that you will gain insight into some of these key areas of healthcare delivery during your time in the UK.

Best wishes

Susan Acott
Chief Executive
Dartford and Gravesham NHS Trust

Supporting organisations



Dartford and Gravesham NHS Trust

Dartford and Gravesham NHS trust runs services at Darent Valley Hospital, Queen Mary's Hospital, Erith & District Hospital and Elm Court (Priory Mews).

Darent Valley Hospital is a modern hospital in Kent offering professional care and exceptional quality. It offers a comprehensive range of acute hospital based services to the local population. The care is provided in safe, comfortable and clean surroundings. The hospital specialties include day-care surgery, general surgery, urology, trauma, orthopaedics, cardiology, maternity and general medicine. Newer specialities are being added. The Trust's team of nearly 3000 professional and friendly staff provide care for patients across the full range of day-patient, in-patient and out-patient care.

In short Darent Valley Hospital is a progressive hospital with a modern outlook providing high quality care to every patient.

You can read more about us at: <http://www.dvh.nhs.uk/>

Care with compassion | Respect and dignity | Striving to excel | Professional standards | Working together

The NHS European Office



NHS European Office

The NHS European Office is the conduit for the NHS to engage with the EU agenda. Hosted by the NHS Confederation, we are the representative body for the range of NHS organisations in England on EU. Our work includes:

- monitoring and influencing EU policy and legislation in the interest of the NHS
- facilitating access to EU funds for NHS bodies and their partner organisations
- supporting pan-European collaborations and sharing successful EU practices.

For more information visit: <http://nhsconfed.org/europe>

Follow us on Twitter: [@NHSConfed_EU](https://twitter.com/NHSConfed_EU)



European Hospital and Healthcare Federation (HOPE)

The European Hospital and Healthcare Federation is a non-governmental European association, created in 1966. Its acronym is HOPE (Hospitals for EurOPE). HOPE seeks to promote a uniformly high standard of hospital care throughout the European Union and to foster efficiency, effectiveness and humanity in the organisation and operation of hospital services and the health systems within which they function.

HOPE's main functions are to act as a principal source of advice on hospital and health affairs to the institutions of the EU; to develop and maintain information about planning and operation of hospital services and health systems; to advise members on matters relating to standards of provision, organisation and operation of hospital services and health systems; to promote exchange and twinning programmes between healthcare organisations across Europe. The NHS Confederation is the UK member of HOPE. HOPE's website is: <http://www.hope.be/>

Welcome to the NHS

In 1948 the National Health Service was launched to bring good healthcare to all, free at the point of access and funded through taxation. The NHS attends to over 1 million patients every 36 hours, and employs more than 1.6 million people - putting it in the world's top five largest workforces.

Today the NHS is undergoing major changes in its core structure, including who makes decisions about NHS services, service commissioning and the way money is spent.

In 2012 the NHS in England saw the largest restructure in its history. The Health & Social Care Act 2012 aimed to put clinicians at the centre of commissioning, free up providers to innovate, empower patients and give a new focus to public health.

Quality and compassion in care is a priority for the NHS. Following the failings at Mid Staffordshire NHS Foundation Trust, Robert Francis QC investigated what happened. His report, published in 2013, recommended that in order to prevent poor quality of care in the future, the NHS needed a more patient-centred approach, better medical training and nursing, as well as better complaints handling and service governance and regulations.

In 2014 Simon Stevens, Chief Executive of NHS England, set out the Five Year Forward View as the vision for the future of the NHS. This is the roadmap the NHS is working towards.

You are visiting the NHS during the most challenging time in its history as it seeks to address the sustainability of the service without compromising patient quality and care. The blog by Nigel Edwards, Chief Executive of the Nuffield Trust, captures the changes we are currently seeing in the NHS in England. We hope you enjoy your visit and do share your thoughts with us.

Local Leaders and MPs must embrace NHS England vision - Nigel Edward, 23 Oct 2014

<http://www.nuffieldtrust.org.uk/blog/local-leaders-and-mps-must-embrace-nhs-england-vision>

It's the report the NHS has been waiting for. Simon Stevens vision for the future of how care will be organised and delivered in England is set out in the Five Year Forward View – the first time the arm's length bodies in the NHS have come together to produce such a report.

Just as he did when creating The NHS Plan at the turn of the century, Simon Stevens has produced a commendable effort this time round.

Working outside some of the constraints he would have faced while in government, this report takes an interesting position on a number of issues which it would have been difficult for the Department of Health or NHS to have taken before Andrew Lansley's structural changes that gave more independence to NHS England.

The report not only makes crystal clear that the NHS cannot continue with '*business as usual*' if it is to meet the needs of a diverse and ageing population, but it also sets out a radical vision of the different approaches that local areas can take to adapt for the future.

The Forward View therefore offers the potential for a break from the past.

These approaches could range from hospitals running GP surgeries to groups of medical professionals, therapists and social workers buying health services for patients in their area.

I was particularly pleased to see the healthcare available in nursing and residential homes being given much more attention and a range of interesting ideas for primary care and small

hospitals, having advocated for these approaches in the advice I gave to NHS England as it developed the report.

And the report helpfully attempts to reset the relationship between the NHS and public by not only encouraging people to take more responsibility for their own health, but also by recognising the critical role the NHS as an employer should be playing in offering incentives to staff to become healthier.

But there is one significant difference from The NHS Plan and other centrally-imposed blueprints from the NHS past: this time we are seeing a move away from top-down diktat and an over-reliance on micro-incentives to deliver much-needed change.

Decades of top-down targets, financial incentives and punitive approaches have left the NHS hooked on being told what to do. Directives and requirements enforced by regulation have also been overused. Coupled with politicians' desire to adopt eye-catching initiatives that work well on the campaign trail but melt away when enacted, patients and practitioners alike have been disempowered by this top down approach.

And far from driving lasting and effective improvements, these micro-incentives have languished precisely because there is no clearly understood model for how services can adapt to changing population needs.

These approaches have instead become an attempt to continue to try and manage services in detail. Often they have resembled lengthy tasks lists accompanied by billions of pounds in extra funding – a luxury not afforded to Mr. Stevens this time round.

We have seen another example of this approach this week with GPs set to be paid £55 for every case of dementia they identify.

Earlier diagnosis of dementia is an important goal. But offering cash to do it assumes that the best way to effect change is through thousands of small financial incentives when we really

should be aiming to empowering GPs and other health care professionals to manage the care system more effectively.

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The Forward View therefore offers the potential for a break from the past.

After years of top down rhetoric about the 'N' in the NHS, Simon Stevens rightly recognises that in a country as large and diverse as England, it is simply not possible for someone in an office in London or Leeds to know the right solutions for populations in Cornwall or Cumbria.

But although I think this more nuanced approach is right, it is risky because it requires one of the hardest changes of all: culture change.

In adopting this approach, local clinicians and managers – working closely with patients – will be expected to drive the transition the NHS needs to make. NHS leaders who have grown used to a system in which national plans are issued from on-high will need to step up to the plate and lose the habit of following a centrally imposed blueprint.

The approach to change in the Forward View requires more organic and locally tailored approaches. This requires experiment, risk taking and the time and space to do the work. It also requires the long promised mind-set change away from central control.

In return, politicians will need to step back from the desire to 'fix' problems with one-size fits all solutions.

One important feature of the report is the way it seems to put politicians on the spot.

Claiming that a flat real settlement will protect the NHS will not wash; it is the spending per person – adjusted for age – that really matters.

Simply keeping a flat real total spend represents a cut. It also sets out what can be reasonably expected in terms of efficiency, and will make it harder to claim that there is a magic bullet solution somewhere, whether that is integration, improved safety or better procurement.

So, if we can get this right, this new more sophisticated approach promises to be more effective than past attempts to reform the NHS.

But adapting to this approach requires high quality leadership at all levels of the NHS – from clinicians right through to political leaders. It also requires there to be the spare cash in the system to help services transition to this brave new world.

With NHS providers going into the red, and social care cut to the bone, the road ahead is not going to be easy. But the prize of a health service that works effectively to meet the needs of people inside and outside of hospital is too important to miss.

Further Reading

<http://www.england.nhs.uk/ourwork/futurenhs/>

<http://www.nhs.uk/Pages/HomePage.aspx>

[http://www.kingsfund.org.uk/projects/nhs-65/
alternative-guide-new-nhs-england](http://www.kingsfund.org.uk/projects/nhs-65/alternative-guide-new-nhs-england)

[http://www.kingsfund.org.uk/projects/nhs-in-a-nutshell/
how-nhs-funded](http://www.kingsfund.org.uk/projects/nhs-in-a-nutshell/how-nhs-funded)

<http://www.nhsconfed.org/eumodelsofcare>

Our
sincere
thanks
to our
speakers:



Susan Acott: Chief Executive, Dartford and Gravesham NHS Trust

Susan started her career from the NHS's General Management Training Scheme, having graduated from Birmingham University. She now has 25 years' experience in the NHS and has worked in a variety of posts in Manchester, Merseyside, York and London. Her board level experience includes Operational, Strategic, Performance and Transformation portfolios. Susan is passionate about the role of clinical leadership in delivering and sustaining high quality, safe services for patients. She has had considerable experience of service improvement, service reorganisation, mergers and operational delivery.

Her experience has included the design of large scale IT programmes and she has a strong vision of how IT, well planned and implemented, can support clinical innovation. Susan has been CEO in Dartford since April 2010.



Dr Johnny Marshall: OBE Director of Policy, NHS Confederation

Johnny has been a GP in Buckinghamshire since 1992. His practice is part of a federated model of working as the Westongrove Partnership. Johnny has undertaken various roles within NHS Buckinghamshire and was the founding chair of United Commissioning, the forerunner to Aylesbury Vale Clinical Commissioning Group.

He served as Chairman of the National Association of Primary Care (NAPC) from September 2008 to December 2011.

Johnny has played a lead role in establishing NHS Clinical Commissioners as a national membership organisation for clinical commissioning groups.

Johnny is currently Policy Director at the NHS Confederation.

The NHS Confederation is the only membership body that brings together and speaks on behalf of all organisations that plan, commission and provide NHS services. The Confederation has nearly 500 members drawn from every part of the health and care system. They have three roles - to be an

influential system leader; to represent their members with politicians, national bodies, the unions and in Europe; and to support members to continually improve care for patients and the public. www.nhsconfed.org



Ali Strowman: Deputy Director of Nursing, Dartford and Gravesham NHS Trust

Ali is a Registered General Nurse and Registered Mental Health Nurse and has worked in a number of roles within Mental Health, Acute and Community settings over the past 25 years in the NHS. She moved into the field of nurse leadership in 2005 leading various teams in the acute and community. She undertook her Master Degree in Change Management in 2006. Ali has trained as a specialist advisor for the CQC and has undertaken inspections within acute trusts. Ali is proud to have graduated with the NHS Leadership Academy from the Nye Bevan Program with an Award in Executive NHS Leadership. Ali is passionate about high quality patient care, nursing and the NHS and has a keen interest in how healthcare is delivered in other countries. She believes in empowering nurses to develop and is led by her values of integrity, fairness and authenticity.



James Munro: Chief Executive, Patient Opinion

Dr James Munro is Chief Executive of Patient Opinion, the UK's leading independent online feedback service for health and social care. His background is in clinical medicine, public health, and academic research.

He now leads a team of a dozen or so people, united by a passion for using the extraordinary possibilities of digital communication to forge a new kind of relationship between citizens and the care services they depend on.

Patient Opinion: Patient Opinion was founded in 2005 and is now the UK's leading independent non-profit feedback platform for health services. It is about honest and meaningful conversations between patients and health services.

<https://www.patientopinion.org.uk/>



Jane Cummings: Chief Nursing Officer for England

Jane Cummings has been Chief Nursing Officer for England and the professional lead for nursing and midwifery in England since June 2012. She launched the Compassion in Practice strategy and the values of the 6Cs in December that year.

Since April 2014, Jane has been the Senior Responsible Officer for Learning Disability at NHS England. Jane is also the executive lead for patient safety and patient experience. Before joining NHS England Jane was Chief Nurse at NHS North of England. This followed her role at NHS North West where she was the lead director for several functions including Chief Nurse, as well as quality, performance, QIPP and commissioning.

Jane was the nursing advisor for emergency care in the CNO's office before becoming the national lead for emergency care in February 2004, with responsibility for improving waiting times and delivering the four-hour 98% target in A&E. In January 2005, she was appointed as the National Implementation Director for 'Choice' and 'Choose and Book'. Jane also worked with the Royal College of Nursing to develop the role of nurses and improve the experience and care of patients requiring urgent and emergency care. Jane specialised as an emergency care nurse before moving into management.

Jane has been awarded a Doctorate by Edge Hill University.

Jane is a trustee of the Over the Wall Children's Charity and volunteers as a nurse at the children's camps. She is also a Board Trustee for Macmillan Cancer Support.

NHS England is an executive non-departmental public body of the Department of Health. It oversees the budget, planning, delivery and day-to-day operation of the commissioning side of the NHS in England and also holds the contracts for GPs and NHS dentists. NHS England comprises around 6,500 staff in 50 sites around England. www.england.nhs.uk



Professor Sir Mike Richards CBE MD FRCP FRCR (Hon) FRCPath (Hon) Chief Inspector of Hospitals, Care Quality Commission

Sir Mike Richards was appointed as the First Chief Inspector of Hospitals for England at the Care Quality Commission (CQC) in July 2013. He has been asked to lead a new programme of inspections across acute hospitals, mental health services, community services and ambulance services both in the NHS and in the independent sector.

The new inspection programme involves a radically new approach for the CQC with large teams of clinicians, patients, carers and CQC inspectors visiting NHS Trusts. Each inspection will lead to a rating for service: outstanding, good, requires improvement or inadequate.

Prior to joining the CQC Mike was Director for Reducing Premature Mortality at NHS England (2013/14) and National Cancer Director at the Department of Health (1999-2013). Prior to these appointments Mike was a consultant and Reader in Medical Oncology at Guy's and St Thomas' NHS Trust (1986-1995) and Professor of Palliative Medicine (1995-1999).

Mike was appointed CBE in 2001 and Knight Bachelor in 2010.

The Care Quality Commission monitors, inspects and regulates services to make sure they meet fundamental standards of quality and safety. They publish the findings, including performance ratings, to help people choose care. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve. <http://www.cqc.org.uk/>

Patricia Davies: Accountable Officer (Chief Executive) Dartford, Gravesham and Swanley CCG

Patricia Davies is the Accountable Officer (Chief Executive) of the CCG. After graduating from Cardiff University, she trained as a nurse. Most of her clinical practice was within the community before moving into general



management. Since 2006 she has held a number of Chief Operating Officer, Turnaround and Director-level posts across Acute and Commissioning organisations. She is a member of the Chartered Institute of Personnel and Development and has a strong academic and research background, having held honorary contracts at City University and undertaking Doctoral studies at Kings College, London. She is married and lives in West Kent. Patricia is a keen long-distance runner who has completed over 15 city and off-road marathons, including the Two Oceans 35 mile Ultra Marathon in South Africa in 2014 and the Race the Stone 70 mile ultra-marathon last July. Patricia is also the Accountable Officer at NHS Swale CCG.

Dartford, Gravesham and Swanley CCG is the third largest Clinical Commissioning Group in Kent and Medway, serving 17 per cent of the registered population. CCGs are clinically-led groups that include all of the GP groups in their geographical area, thus giving GPs and other clinicians the power to influence commissioning decisions for their patients.

<http://www.dartfordgraveshamswanleyccg.nhs.uk/>



Jackie Smith: NMC Chief Executive and Registrar

Jackie Smith was appointed the NMC's Chief Executive and Registrar in October 2012. Jackie joined the NMC as the Director of Fitness to Practise in August 2010, where she led a department of over 100 staff with the responsibility of driving forward improvements to meet the NMC's goal of safeguarding the health and wellbeing of the public. In December 2011 Jackie was then appointed the NMC's Acting Chief Executive and Registrar.

Jackie has a Law degree from Wolverhampton University, qualification in Six Sigma and a diploma in Psychotherapy and Hypnotherapy. Jackie's background is in law and she spent many years working for the Crown Prosecution Service at the Old Bailey and in the Director of Public Prosecutions Office.

Jackie has extensive experience in healthcare regulation. She worked for the General Medical Council (GMC) for over 10 years where she was the

Assistant Director of GMC Liaison prior to joining the NMC. She led the roll-out programme for introducing affiliates to every Strategic Health Authority (SHA) in England and in the other three countries, after successfully leading the GMC Affiliate Pilot in London. She set the vision for affiliates and developed the strategic plan for how they will work with the NHS. Jackie headed up the GMC's Investigation Unit for six years managing and investigating complaints and monitoring standards for doctors, under the scrutiny of the Government, the profession and the public.

Jackie also sat on the West Midlands Pathfinder Steering Group and worked with representatives from the Revalidation Support Team, the BMS and the SHA. She was a member of Revalidation Project Group for the London SHA and worked closely with the clinical lead responsible for delivering revalidation in London.

The Nursing and Midwifery Council regulates nurses and midwives in England, Wales, Scotland and Northern Ireland. They exist to protect the public and set standards of education, training, conduct and performance so that nurses and midwives can deliver high quality healthcare throughout their careers. <http://www.nmc.org.uk/about-us/our-role/>



Leslieann Osborn: Deputy Director of Strategy and Planning, Dartford and Gravesham NHS Trust

Leslieann started her career in the NHS as a ward clerk in 2001. She now has 14 years' experience in the NHS and has worked in a variety of posts in both Primary Care (Commissioners) and Acute (Hospital) Trusts in Kent. Her experience includes Operational, Strategic, Performance and Transformation portfolios. Leslieann is passionate about ensuring patients have a positive experience in the NHS. She has had considerable experience of service improvement, service reorganisation and operational delivery. Her experience has included the delivery of large scale programmes such as Choose and Book and 18 week wait Referral to Treatment (RTT) and with a background in IT and accounts she has a strong vision of how IT can support clinical innovation to save time and money. Leslieann moved into her current role as the Deputy Director of Strategy & Planning in October 2014 and is currently on the Nye Bevan Leadership Programme for aspirant Directors.



Philippa Spicer, MBA, FCIPD: Local Director, Health Education England Kent, Surrey & Sussex

Philippa has been in the NHS since 1995 having previously worked in the private sector specialising in Employee Relations and TUPE.

She has worked as a Director in all aspects of the NHS including acute, community, mental health and learning disabilities services.

Philippa moved from providing services to commissioning, as the Director of HR & Organisational Development for West Sussex PCT, supporting the organisation through World Class Commissioning. In 2010 she joined the South East Coast Strategic Health Authority, where she was responsible for education, training and workforce assurance across the region. During this time she also chaired the Regional Social Partnership Forum and the HR Directors Forum for the region.

In September 2012, Philippa was appointed Local Director of Health Education England Kent, Surrey & Sussex. She is a Fellow of the Chartered Institute Personnel and Development.

Health Education Kent, Surrey and Sussex (HEKSS) is a Local Education and Training Board and part of Health Education England. It has been established to ensure the effective planning, education and training of the NHS workforce within the region. <http://kss.hee.nhs.uk/>



Des Holden: Medical Director for KSS AHSN

Des was appointed as a consultant in Obstetrics and Gynaecology at Royal Sussex County Hospital in 2000 after a role at St George's Hospital Medical School where he was the Lecturer in Fetal Medicine. He became an Honorary Clinical Senior Lecturer at the Brighton and Sussex Medical School in 2003.

Des has held various managerial posts within the merged Brighton and Sussex University Hospitals (BSUH), including Clinical Director for Women and Children, Divisional Director of Specialised services and, subsequently, Medical Director. He sat on the Board at BSUH from 2006 until joining SASH Board in March 2011.

After leading on the redesign of the safety and quality strategy at BSUH, he was appointed as the Clinical Director of the Enhancing Quality Programme, reducing variations in the management of several common clinical diagnoses within and between acute providers across all acute trusts in Kent, Surrey and Sussex. He is a regional expert and advisor to APEC, the national charity supporting action against pre-eclampsia. Des is a Board member of the Kent Surrey Sussex AHSN.

Kent, Surrey, Sussex AHSN are one of 15 Academic Health Science Networks (AHSNs) in England. They are a membership organisation working for NHS, higher education, local government and industry organisations in Kent, Surrey and Sussex to:

- speed up the spread of existing best practice
- accelerate the identification and adoption of the best new innovations
- work to get the best research adopted in frontline service delivery.

<http://www.kssahsn.net/Pages/default.aspx>



Jan Sobieraj: Managing Director of the NHS Leadership Academy

Jan Sobieraj was appointed Managing Director of the **NHS Leadership Academy** shortly after its launch in April 2012.

The Academy's vision is to be a centre of excellence and beacon of good practice on leadership development. It is a strategic intervention for the NHS, designed to make sure the health system develops the leadership it needs to meet the challenges it will face in the coming years.

Jan was appointed after having served in the post of Managing Director for NHS and Social Care Workforce at the Department of Health from July 2011.

In 2011 he was seconded from NHS Sheffield where he was Chief Executive from 2006 to the Department of Health as Director of Leadership.

He has been a Chief Executive in different NHS organisations for 13 years, including taking Barnsley Hospital to a first wave NHS Foundation Trust.

Jan is an Honorary Professor of both De Montfort University and Plymouth University, a visiting Senior Fellow at Sheffield Hallam University and Trustee for the charities Combat Stress and Local Government Association

Leadership Centre. He has held a number of senior roles on national bodies and in local organisations, including Trustee of the Health Foundation.

Over the last 30 years of his management career, Jan has been passionate about working in partnership with leaders, staff, patients and trade unions to improve healthcare.

Jan will be taking up a new role as CEO of United Lincolnshire Hospitals NHS Trust later in the year.

The philosophy of the **NHS Leadership Academy** is simple: great leadership development improves leadership behaviours and skills, leading to better patient care, experience and outcomes. They offer a range of tools, models, programmes and expertise to support individuals, organisations and local academies to develop leaders, celebrating and sharing where outstanding leadership makes a real difference.

<http://www.leadershipacademy.nhs.uk/>

Nigel Edwards

Nigel Edwards is Chief Executive at the Nuffield Trust. Prior to becoming Chief Executive in 2014, Nigel was an expert advisor with KPMG's Global Centre of Excellence for Health and Life Sciences and a Senior Fellow at The King's Fund.

Nigel was Policy Director of the NHS Confederation for 11 years and has a wealth of experience in health and social care. He joined the organisation from his former role as Director of the London Health Economics Consortium at the London School of Hygiene and Tropical Medicine, where he remains an honorary visiting professor.

Nigel has a strong interest in new models of service delivery and a practical focus on what is happening at the front line as well as a wealth of experience in wider health care policy in the UK and internationally.

The Nuffield Trust is an authoritative and independent source of evidence based research and policy analysis for improving health care in the UK.

<http://www.nuffieldtrust.org.uk/>



Delegates

Amleto Cattarin (Italy)	Executive Lawyer, Department of Health. Regione Veneto
Ana Villegas (Spain)	Nursing Director, Ramon Negrete Hospital
Carla Goncalo (Portugal)	Vice President, Central Administration of the Health System
Denis Herbaux (Belgium)	Head of Research and Quality, Santhea ASBL
Doris Voit (Germany)	Quality Assurance and Quality Management, DKG, German Hospital Federation
Eva M Weinreich-Jenson (Denmark)	Vice President, HOPE, Danish Regions
Ilona Reiljan (Estonia)	Head of Quality Systems Division, North Estonia Medical Centre Foundation
Ilze Kreicberga (Latvia)	The Chair of the Board, Riga Maternity Hospital
Kelli Podosvilev (Estonia)	Quality Manager, East Tallinn Central Hospital
Kersti Naelapaa (Estonia)	Nursing Quality Specialist, North Estonia Medical Centre Foundation
Margarita Amon (Austria)	Employee in the Department for Quality Management and Health Systems Research
Martin Bredgaard Sorensen (Denmark)	Senior Consultant, Danish Regions
Maximo Martinez Lagarejos (Spain)	Personnel Officer, Servicio de Salud del Principado de Asturias
Murielle Schagen (Netherlands)	Advisor, Quality and Safety. Spaarne Gasthuis
Pascal Garel (Belgium)	Chief Executive for HOPE, European Hospital and Healthcare Federation
Piotr Szykiewick (Poland)	President, Prometriq
Rui Santos Ivo (Portugal)	President, Central Administration of the Health System
Shawn Meilak (Malta)	Assistant Director, Allied Health Care Services. Ministry of Energy and Health
Yolanda Agra (Spain)	Head of Patient Safety Unit, Ministry of Health, Social Services and Equality
Yves Smeets (Belgium)	Chief Executive, Santhea ASBL

Outline programme

Date

Thursday 29th October 2015

Venue

Lecture Theatre, Philip Farrant Education Centre, Darent Valley Hospital

-
- 11:00** Arrival and registration of participants at Darent Valley Hospital- please go to the Education Centre for registration
-
- 12:00** Working lunch and introduction to the hospital and the NHS in England
Susan Acott and Dr Johnny Marshall
-
- 13:00** The quality context: in a patient's own words
Ali Strowman (patients interviewed Ms Jackie Cooper, Ms Ashley Meade, Ms Ros Jones) and James Munro
-
- 14:00** Coffee break
-
- 14:30** Compassion in quality: the nursing view
Jane Cummings
-
- 15:30** The value of inspection in the NHS
Sir Mike Richards
-
- 16.30** Site visit with tour of the hospital
-
- 18.00** Return to Hilton Dartford Bridge hotel by provided transport. Please wait in the main hospital reception.
-
- 19.00** Collection from Hilton Dartford Bridge hotel to travel to venue for evening meal.
Study Visit Dinner
- 19:30** Brandshatch Place Hotel

Programme

Outline programme

Date

Friday 30th October 2015

Venue

Lecture Theatre, Philip Farrant Education Centre, Darent Valley Hospital

08:00 Collection from the Hilton Dartford Bridge hotel to bring participants to Darent Valley Hospital

08:30 Arrival and coffee

09:00 Local leadership of quality

Patricia Davies

10.30 The role of professional regulation in driving quality

Jackie Smith

11:30 THiNK 2020

Leslieann Osborn

12:00 Lunch

13.00 The adoption and diffusion of quality and safety- the regional story

Des Holden and Philippa Spicer

14.00 Developing leaders for the future NHS

Jan Sobieraj

15.00 Reflections on the programme

Nigel Edwards

17.00 Programme closes

Programme Dinner

Kindly sponsored by Kent Surrey Sussex Academic Health Science Network

Date:

Thursday 29th October

Venue:

Brandshatch Place Hotel
Fawkham, Kent DA3 8PD

The dinner will take place in the Boardroom



Hotel Details

Hilton Dartford Bridge Hotel
Masthead Close, Crossways Bus. Park, Dartford,
DA2 6QF, United Kingdom
Tel: 01322 284444



Ali Strowman
Dartford and Gravesham NHS Trust
Mobile: 07709350649

Michael Wood
NHS European Office
Mobile: 07872 604109

Lead Contact Information

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Darent Valley Hospital, Darenth Wood Road, Dartford, Kent DA2 8DA
Tel: 01322 428100 www.dvh.nhs.uk

