



The Northern NHS
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day

MANAGEMENT & SUPERVISORY DAY

to be held on

THURSDAY, 14TH OCTOBER 2010

at

**THE WRIGHTINGTON HOTEL & COUNTRY CLUB,
The Wrightington Suite,
Moss Lane, Wrightington,
Wigan, Lancashire, WN6 9PB**

Interested in developing your Managerial and Supervisory skills?

Then join us at the Management & Supervisory Day to be held on Thursday 14th October 2010.

We are delighted to confirm that the event will be facilitated by Nigel Grinstead. Nigel is Chief Executive of About Health and has worked in the healthcare sector since 1986.

Nigel's unique presentation style, coupled with his in-depth knowledge of the NHS, brings study day topics into the workplace arena ensuring they are reflective of our everyday service challenges. Nigel engages with his audience, he will challenge how we deliver our services and how we can motivate both ourselves and our workforce to deliver the increasing service expectations of our customers.

We will explore topical issues of the day including the changing face of the NHS and how this impacts upon Hotel Services and how we can continue to meet our customers' expectations in relation to the quality of our services.

This workshop will be of special interest to first line managers, supervisors and team leaders with an interest in developing their leadership potential.

The cost of attending the conference is £115.00 per person OR £90.00 per person if two or more attend from the same Trust/Organisation. This includes attendance at the conference, certificate of attendance, course handouts, coffee/tea on arrival, mid morning coffee/tea, two-course lunch and afternoon tea/coffee.

THIS ONE-DAY COURSE WILL COMPLIMENT YOUR NVQ PORTFOLIO

**A CERTIFICATE OF ATTENDANCE WILL BE ISSUED TO ALL DELEGATES WHO ATTEND THIS NORTHERN NHS
HOTEL SERVICES TRAINING ADVISORY GROUP EVENT**

MANAGEMENT & SUPERVISORY DAY

THURSDAY, 14TH OCTOBER 2010

PROGRAMME

8.45 am Registration
Coffee and Tea

9.15 am **WELCOME AND INTRODUCTION**

Presenter – LIZ BUTTERWORTH
(Member of the Hotel Services TAG)
Trust Support Services Manager,
Lancashire Teaching Hospitals NHS
Foundation Trust

9.30 am **THINKING DIFFERENTLY**

Introduction - NIGEL GRINSTEAD
Chief Executive, About Health

Presenter - JOANNE HOCKNULL
Management Development Advisor,
Lancashire Teaching Hospitals NHS
Foundation Trust

11.00 am Mid Morning Coffee and Tea

11.15 am **"BACK TO THE FUTURE"**

Presenter – YVONNE WIDDOWS
(Member of the Hotel Services TAG)
Senior Site Services Manager,
Blackpool, Fylde & Wyre Hospitals
NHS Foundation Trust

A pictorial presentation: "NHS through the Ages". How the NHS has changed and will continue to change, how we move forward?

11.45 am **CHANGE MANAGEMENT**

Presenter - ANDREW JONES
Director of Allied Clinical and Facilities
Services, Chesterfield Royal Hospital
NHS Foundation Trust

12.30 pm BUFFET LUNCH served in
Blazers Restaurant

1.30 pm **COACHING**

Presenter – TARAVANDANA
Organisational Development Advisor,
Blackpool, Fylde & Wyre Hospitals
NHS Foundation Trust

3.30 pm Afternoon Tea and Coffee

3.45 pm **SUMMARY, FEEDBACK AND
CLOSURE OF THE DAY**

Presenter – NIGEL GRINSTEAD
Chief Executive, About Health

4.15 pm **CLOSE OF CONFERENCE**

SAFE JOURNEY HOME

MANAGEMENT & SUPERVISORY DAY

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ABOUT THE SPEAKERS

LIZ BUTTERWORTH

Trust Support Services Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Liz has worked for over 32 years in the NHS, and after completing the NHS Domestic Services Management Training Scheme, started her career in Domestic Services Management at Preston Royal Infirmary. She spent many years in this role and managed services at all the Preston Hospitals and Community Premises. During her time in the NHS Liz has worked as a Human Resource Manager and later in Facilities Support. After studying Facilities Management at Sheffield Hallam University she took up her present role as Trust Support Services Manager with responsibility for 'rear of house services'. Liz is currently involved in the implementation of a Trust wide Receipt and Distribution Service. Liz is a very people orientated person and strongly believes in the empowerment of staff. During her spare time she enjoys gardening, watercolour painting and narrowboating.

NIGEL GRINSTEAD

Chief Executive, About Health

Nigel has worked in the healthcare sector since 1986. He has provided support for NHS and related health and care organisations in many ways. As a consultant, Nigel has worked with over 140 organisations, in particular assisting PCTs to develop Practice Based Commissioning strategies and implementation tactics, whilst also delivering expertise at establishing commissioning companies to take forward and realise local plans. He has also assisted in market development and has successfully energised the Practice Based Commissioning marketplace within the competitive world of commissioning in a variety of locations around the country. He has worked with NHS Trusts and provider services in establishing options for future trading. He has formed companies and social enterprises for GP provider organisations, specialising in company development, shareholder agreement and pension compliant employment strategies. Nigel has recently been engaged in roadshows for LMCs and the BMA in how to develop business in the new NHS marketplace. Nigel, as with other members of the team, has routinely fulfilled interim management posts in organisations and has recently been Chief Executive of a GP company and Director of Commissioning Development for a PCT, and is currently a Non Executive Director of Social Enterprise.

JOANNE HOCKNULL

Management Development Advisor, Lancashire Teaching Hospitals NHS Foundation Trust

Joanne joined the NHS in 1987, and has worked in training and facilitation since 1999 and in Leadership and Development since 2008, with extensive experience of individual/group facilitation and training. Joanne facilitates management and leadership development courses to various types and levels of staff across the NHS. I deliver 360 degree feedback to all levels of NHS staff.

YVONNE WIDDOWS

Senior Site Services Manager, Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust

Yvonne is the Senior Site Services Manager for Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust. Yvonne manages the Hotel Services Departments within the Fylde Community Hospitals and premises. She has worked in the Hotel Services Sector for many years, originally for the Blackpool Trust, however, moving out to the private sector in 1994 for 11 years. In May 2005 Yvonne returned to the Blackpool Trust as Site Services Manager and in May 2006 took up her most recent post of Senior Site Services Manager and is currently enjoying working in such a diverse management role providing Operational Services across the Fylde Coast to patients, customers and clients.

ANDREW JONES

Director of Allied Clinical and Facilities Services, Chesterfield Royal Hospital NHS Foundation Trust

Andrew is a facilities management professional having spent over 30 years within the NHS. He originally commenced in Sheffield and spent time working within Human Resources and business management at the Northern General Hospital as well as managing the soft services at that site. In 1991 he moved to Chesterfield as Hotel Services Manager and has spent his time at the Royal Hospital managing the Estates and Facilities Services. Andrew is currently the Director of Allied Clinical and Facilities Services a role that combines responsibility for all of the estates and facilities management functions as well as the allied healthcare professions and pharmacy at the Trust. In addition Andrew project directed the trust NHS Foundation Trust application in 2004, which culminated in Foundation status being granted for Chesterfield Royal Hospital from 1 January 2005. As a board member Andrew carries lead responsibility for food, cleanliness, health and safety, the estate and procurement amongst other things! He was National Chair of Hefma from 2004 – 2006 and has been secretary, vice chair and chair of the Trent HEFMA branch and in addition has also been part of the steering group at Sheffield Hallam University Facilities Management Graduate Centre. He is also executive director patron for the Association of Healthcare

Cleaning Professionals. Away from work Andrew will admit to following the fortunes of Sheffield United!

TARAVANDANA

Organisational Development Advisor, Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust

Taravandana has worked for the NHS for 31 years as a Dietitian, Service Manager and Allied Health Professional and Workforce Development Lead. She has worked within acute, primary care, mental and public health and within a Strategic Health Authority. She is currently the part time OD Advisor in Blackpool, Fylde & Wyre Hospitals NHS Foundation Trust where she is leading on the development of a coaching culture, leadership development and talent management. In addition, she runs her own coaching and consulting business. Taravandana is also actively involved in teaching meditation and Buddhism. In her spare time she enjoys walking in the countryside, reading and spending time with friends and family. She has a son Anthony who is married to Flick and who lives in Sheffield.

MANAGEMENT & SUPERVISORY DAY

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APPLICATION FORM

Please photocopy this form if you wish to register more than one delegate or to retain the information

Surname:

First Name(s):.....

Job Title:.....

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Email:.....

Organisation:.....

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Telephone:.....

Address:.....

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Payment - Please state name and address where invoice should be sent:

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Once you have a confirmed place, cancellations will be refunded on the following scale:

Cancellation more than 4 weeks prior to conference = 90 per cent refund

Cancellation more than 2 weeks prior to conference = 50 per cent refund

Cancellation less than 2 weeks prior to conference = NO REFUND

However, a substitute delegate may be named at any time before the conference.

Please Note - Although every attempt will be made to adhere to the published programme, the TAG reserves the right to make changes to the speakers or programme should this be necessary.

VENUE:

The Wrightington Hotel & Country Club,
The Wrightington Suite,
Moss Lane,
Wrightington, Wigan,
Lancashire, WN6 9PB

By road – The hotel is located just off Junction 27 of the M6. Head towards Parbold on the A5209. The Hotel is sign-posted from this road. Turn onto Moss Lane and the Hotel is 200 yards on the right.

There is a large car park available.

By train – The nearest main train stations to the Hotel are Wigan Wallgate and Wigan North West. Both are approximately six miles from the Hotel, a taxi service is available.

A DETAILED LOCATION MAP WILL BE SENT TO DELEGATES ALONG WITH CONFIRMATION OF BOOKING VIA EMAIL

TO RESERVE A PLACE

Please complete this application form and send to:

Samantha Landon
Department of Learning and Development
NHS North Lancashire
Trust Offices
Derby Road
Wesham
Preston
PR4 3AL

(Telephone Number: 01253 306415)

OR, COMPLETE AND FAX THE APPLICATION FORM TO:

Samantha Landon
DEPARTMENT OF LEARNING AND DEVELOPMENT

Fax Number: 01253 657199

CONFERENCE FEE

The cost of attending the conference is £115.00 per person OR £90.00 per person if two or more attend from the same Trust/Organisation.

Conference fee to include: attendance at the conference, certificate of attendance, course handouts, coffee/tea on arrival, mid-morning coffee/tea, two-course lunch and afternoon tea/coffee.

We are expecting this conference to be fully subscribed. If you wish to attend, please complete and send in as soon as possible.