

The Northern NHS
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day conference on:

LEADERSHIP TODAY **HAVE YOU GOT WHAT** **IT TAKES?**

to be held on

WEDNESDAY, 12TH OCTOBER 2011

at

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

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A topical and informative study day focusing on leadership and development within the changing NHS.

This one-day Conference will give delegates the opportunity to network with like minded colleagues, sharing experiences and solutions within the current challenging environment.

Sessions will be interactive and will also involve group work.

Come and join us

THIS CONFERENCE WILL BE BENEFICIAL TO ALL MANAGERS AND SUPERVISORS THROUGHOUT THE NHS WITH AN INTEREST IN DEVELOPING THEIR LEADERSHIP POTENTIAL.

WE ARE EXPECTING THIS CONFERENCE TO BE EXTREMELY POPULAR. RESERVE YOUR PLACE NOW

The cost of attending the conference is £125.00 per person OR £100.00 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.

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

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PROGRAMME

8.45am Registration
Coffee and Tea

9.15am **WELCOME AND INTRODUCTION**

Presenter – ALISON SLATER
(Chair of the Hotel Services TAG)
Assistant Director of Facilities -
Hotel Services, Lancashire Teaching
Hospitals NHS Foundation Trust

9.30am **THE CHANGING FACE OF THE NHS**

Presenter – MIKE HALL
General Manager Facilities, Salford
Royal NHS Foundation Trust

10.30am **QUESTION AND ANSWER SESSION**

11.00am Mid Morning Coffee and Tea

11.15am **MOTIVATION IN THE WORKPLACE –
YOU AND YOUR TEAM**

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

12.30pm BUFFET LUNCH served in
Blazers Restaurant

1.30pm **WHAT TYPE OF LEADER ARE YOU?**

Presenter – CARL DEARDEN
Safer Handling Development
Manager, East Lancashire Hospitals
NHS Trust

Presenter – ANDREW KEAVEY
Practice Education Facilitator, East
Lancashire Hospitals NHS Trust

2.45pm Afternoon Coffee and Tea

3.00pm **HAVE YOU GOT WHAT IT TAKES?**

Presenter – MIKE HALL
General Manager Facilities, Salford
Royal NHS Foundation Trust

4.00pm **SUMMARY, FEEDBACK AND
CLOSURE OF THE DAY**

4.15pm **CLOSE OF CONFERENCE**

SAFE JOURNEY HOME



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ABOUT THE SPEAKERS

ALISON SLATER

**Assistant Director of Facilities – Hotel Services,
Lancashire Teaching Hospitals NHS Foundation Trust**

Alison has worked for over twenty years in the NHS across the North West, initially within catering services but moving across into Hotel Services in 1986 when this new role was starting to be developed. Prior to joining the NHS, Alison was a restaurant manager for FW Woolworth in a number of large stores across the country. Outside of work, Alison is an enthusiastic football supporter and a National Trust Volunteer. Alison feels that the profile of Hotel Services within any hospital or clinic setting is linked to Patient Choice and Customer Satisfaction and that the Hotel Services Training Advisory Group has an important role in supporting the development of front line service staff.

MIKE HALL

**General Manager Facilities, Salford Royal NHS
Foundation Trust**

Mike has worked in the NHS, principally in the North West, for 38 years in a number of Facilities Management positions and he is now the General Manager Facilities at the Salford Royal NHS Foundation Trust and has responsibility for the full range of facilities services and the capital redevelopment of Salford Royal. Salford Royal NHS Foundation Trust prides itself on excellence and Mike leads a team of Estates and Facilities professionals that are integral to providing **safe, clean and personal** services to patients and staff. He has been involved in two large PFI schemes, which has provided an opportunity to review the way in which services are delivered and he is keen to ensure that the patient is very much in control in the delivery of services. Mike holds the view that services to patients must exceed expectations and that setting challenging performance targets that have been developed in consultation with patients and staff is the key to the delivery of a high quality services. He is currently working on improving productivity and efficiency whilst maintaining quality and **consistency** and his Trust have been instrumental in challenging the norm when it comes to terms and conditions of employment whilst engaging the staff. He has been instrumental along with his team in providing staff development opportunities for facilities staff and recognises the importance of a well motivated and trained workforce but at the same time ensuring that all staff know the importance of their role in delivering healthcare.

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.

CARL DEARDEN EDMS

**Safer Handling Development Manager, East Lancashire
Hospitals NHS Trust**

Carl has worked for the NHS in East Lancashire since 2009. With an extensive background of retail management training and development, he brings an interactive and unique style of delivery to every subject he delivers.

ANDREW KEAVEY

**Practice Education Facilitator, East Lancashire Hospitals
NHS Trust**

Andrew currently works for East Lancashire Hospitals NHS Trust as a Practice Education Facilitator. He is responsible for the quality of the clinical learning environment that the Trust offers to over 600 health care students. He also provides a link between the Trust, its University partners and the Strategic Health Authority. Andrew's background is in Paediatric Nursing and he has previously worked as a charge nurse at Manchester Children's Hospitals and a Clinical Placement Development Manager for NHS Northwest and has many years experience leading clinical teams within the NHS. Andrew completed an MSc in Health & Social Care Management at Manchester Business School in 2007 and qualified as an approved trainer for Action Centred Leadership (ACL) in 2011. Along with Carl Dearden, Andrew currently delivers ACL, team development and team building sessions across East Lancashire Hospitals NHS Trust to both clinical and non clinical teams.