



THE NHS NORTHERN  
FACILITIES MANAGEMENT TRAINING ADVISORY GROUP  
PRESENT THE FM ANNUAL CONFERENCE 2013, A TWO-DAY RESIDENTIAL EVENT

# PRIDE & PATIENTS

to be held on

THURSDAY AND FRIDAY, 19<sup>TH</sup> AND 20<sup>TH</sup> SEPTEMBER 2013

at

CRANAGE HALL, CHESHIRE

.....  
**PRIDE AND PATIENTS** is a two day conference that sets out to challenge our own self beliefs in the way we deliver our service. Developed in light of the Francis Report, we will re-evaluate the role of the Estates and Facilities Professional within the NHS. We will assess our thinking in not just demonstrating competence, but how we deliver a quality service with genuine compassion and care.

Our speakers will create an open forum, offering an eclectic mix of insight and experience from all walks of professional life. We invite both a private sector and public insight into how we might improve on providing a quality service – one that is truly customer focussed.

We seek the views of our Commissioners to discuss with us how they will change the clinical landscape. This will be through a redesign of services that moves the focus from a hospital-centric care model to one provided within a wider community setting. With that comes the developing debate on the use of how critical building and service infrastructures should be aligned to truly support front line services in meeting the needs of our **PATIENT**.

We encourage a greater sense of urgency to respond to all **PATIENT** feedback in a positive and timely manner. We want each delegate to depart on day two, understanding why we have **PRIDE** in the quality of the service we provide and how it supports the **PATIENT** wellbeing - delivered not through words - but demonstrable actions and measurable results.

The cost of attending the TWO-DAY RESIDENTIAL WORKSHOP IS £320.00 per person

Residential conference fee includes attendance at the two-day workshop, course information, overnight accommodation at Cranage Hall in en-suite bedroom (single occupancy), full English breakfast, morning coffee/tea, three-course buffet lunch, afternoon coffee/tea, and evening dinner. All delegates are entitled to use the Hotel's leisure facilities including swimming pool, steam room and gymnasium.

We are also able to offer places for DAY DELEGATES at a rate of £125.00 per person per day (non residential)

Day delegate rate includes course information, morning coffee/tea, three-course buffet lunch and afternoon coffee/tea.

**FACILITIES MANAGEMENT  
TRAINING ADVISORY GROUP**

**PRIDE & PATIENTS**

**THURSDAY AND FRIDAY,  
19<sup>TH</sup> AND 20<sup>TH</sup> SEPTEMBER 2013  
PROGRAMME**

**DAY ONE – THURSDAY, 19<sup>TH</sup> SEPTEMBER 2013**

9.30 am            REGISTRATION  
Coffee/Tea on arrival – Old House Lounge

10.00am            **WELCOME AND INTRODUCTION**  
  
**Presenter – PAUL HOLT**  
Director of Estates, Stockport NHS  
Foundation Trust  
(Member of the FM TAG)

10.15am            **MEETING CUSTOMERS' EXPECTATIONS -  
HOW WE DO IT AT PRINCIPAL HAYLEY**  
  
**Presenter – NATALIE COXON**  
Sales Director, Principal Hayley  
  
**Presenter – RICHARD MANSELL**  
General Manager, Principal Hayley

11.00am            Morning Coffee/Tea – Old House Lounge

11.30am            **EVERYTHING WE DO, WE DO IT FOR YOU**  
  
**Presenter – CARMEN MINCHERTON**  
Deputy Head of Patient & Customer  
Services, Stockport NHS Foundation Trust

*The presentation aims to focus on the need for every member of staff within the hospital environment to remain patient focussed and to remember that the patient is at the heart of all that we do. Carmen will also share some genuine examples of complaints relating to Estates and Facilities and the very real impact this has on those who access our services.*

12.15pm            **OUR COLLECTIVE AND INDIVIDUAL  
ACCOUNTABILITIES IN THE NEW HEALTH  
AND SOCIAL CARE SYSTEM**  
  
**Presenter – MIKE WRIGHT**  
Executive Director of Nursing and Director of  
Infection Prevention and Control, County  
Durham and Darlington NHS Foundation  
Trust

*Quality of care and a positive patient experience is not just about what doctors and nurses do or how they behave, all staff, clinical and non-clinical, carry personal accountability for contributing as far as is reasonably practicable to the delivery of quality care – Mike will challenge delegates to consider their leadership responsibilities in ensuring we take accountability for our actions and our omissions – to our patients, our commissioners, our regulators.... And ourselves!*



13.00pm            Buffet Lunch served in the Tempus  
Restaurant  
*(time to register with Hotel at Main Hotel reception)*

14.00pm            **PATIENT PRIDE**  
  
**Presenter - DR LIZ JONES**  
Head of Patient Environment, Department of  
Health

*Anyone who watched the Olympics opening ceremony knows that the British hold the NHS in high esteem. The new Patient-Led Assessments of the Care Environment (PLACE) offer us a chance to engage patients in our efforts to deliver a service we can all be proud of. This session outlines how patients have driven the development of the new system and are now taking the front seat in delivering the assessments.*

14.45pm            **THE CHALLENGES TO PROVIDING SAFE  
NUTRITION AND HYDRATION**  
  
**Presenter – CAROLINE LECKO**  
Patient Safety Lead, NHS England

*Following the publication of the Francis report earlier this year, this session will describe some of the challenges facing the NHS in ensuring that patients experience a safe, high quality food and beverage service. The session will highlight the key system improvements required to reduce avoidable harm and to support a positive patient experience.*

15.30pm            Afternoon Coffee/Tea – Old House Lounge

15.45pm            **NHS PROPERTY SERVICES – 6 MONTHS ON**  
  
**Presenter – KATHRYN BERRY**  
Regional Director (North), NHS Property  
Services Limited

*A general discussion on experiences to date with regards to NHS Property Services, lessons learnt and direction of travel.*

16.30pm            **SUMMARY OF DAY ONE**  
  
**Presenter – PAUL HOLT**  
Director of Estates, Stockport NHS  
Foundation Trust  
(Member of the FM TAG)

19.30pm            Pre-Dinner Reception served in the Tempus  
Lounge

20.00pm            Evening Dinner served in the Tempus  
Restaurant

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PROGRAMME**

**DAY TWO – FRIDAY, 20<sup>TH</sup> SEPTEMBER 2013**

7.00 am From 7.00 am onwards – Full English  
Breakfast served in the Tempus Restaurant

9.30 am **ESTATES AND FACILITIES MANAGEMENT  
PERFORMANCE AND PRODUCTIVITY**  
  
**Presenter – MIKE HALL**  
General Manager – Facilities, Salford NHS  
Foundation Trust

*Estates and Facilities services are integral to the wellbeing of our patients and following a six month review of these services in Salford, new ways of working have been developed. This review has resulted in an understanding of our productivity and has identified opportunities for improvement and cost savings. The reorganised service is without departmental barriers and is patient centred.*

*The re-structure has put EFM very much in the control of the patients and our clinical colleagues and with the use of technology has helped improve patient flow through the hospital. Delegates will be able to gain an understanding of this new approach and the increased productivity gains alongside improved responsiveness for patients.*

10.30 am Morning Coffee/Tea – Old House Lounge

11.00 am **ACQUISITIONS AND MERGERS, ESTATES  
AND FACILITIES IN THE FRONTLINE'**  
  
**Presenter – STEVEN BANNISTER**  
Executive Director Estates & Facilities,  
Northumbria Healthcare NHS Foundation  
Trust

*An introduction, into the processes to deliver a successful jell between two organisations, sat in the context of a fluid national framework*

12.00 noon **DISCUSSION / QUESTION & ANSWER  
SESSION**



12.45 pm

**SUMMARY & CLOSING REMARKS**

**Presenter – PAUL HOLT**  
Director of Estates, Stockport NHS  
Foundation Trust  
(Member of the FM TAG)

13.00 pm

Buffet Lunch served in the Tempus  
Restaurant

**SAFE JOURNEY HOME**

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**FACILITIES MANAGEMENT  
TRAINING ADVISORY GROUP**

**PRIDE & PATIENTS**

**THURSDAY AND FRIDAY,  
19<sup>TH</sup> AND 20<sup>TH</sup> SEPTEMBER 2013  
DELEGATE BOOKING 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: .....

Organisation: .....

Address: .....

Telephone: .....

Email: .....

**Payment Details** - Please state name and address where invoice should be sent (you will be invoiced following the event):

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£320.00 - RESIDENTIAL PLACE THURSDAY AND FRIDAY, 19 <sup>TH</sup> AND 20 <sup>TH</sup> SEPTEMBER 2013	
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£125.00 - DAY DELEGATE THURSDAY, 19 <sup>TH</sup> SEPTEMBER 2013	
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£125.00 - DAY DELEGATE FRIDAY, 20 <sup>TH</sup> SEPTEMBER 2013	
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Tick as applicable ✓

VAT will be added at the prevailing rate to non-NHS delegate bookings.

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

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

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

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.

**DIRECTIONS:**

**Cranage Hall  
Byley Lane  
Holmes Chapel  
Cheshire  
CW4 8EW**

**BY ROAD:**

**From the M6:** Leave the M6 at junction 18 and take the A54 towards Holmes Chapel. Follow the road for just over a mile until you reach a roundabout in Holmes Chapel Village. Turn left onto the A50 towards Knutsford and follow this road until you enter Cranage and see the signs for Cranage Hall. These direct you to turn left into Byley Lane. Cranage Hall is on your left-hand side.

**From Manchester Airport and M56:** Join the M56 towards Lymm and the M6 Birmingham, exit at junction 7 signed A556 towards Northwich. Continue along this road, through two sets of traffic lights, until you reach a roundabout where you join the M6 signed for Birmingham and the South. Leave the M6 at junction 18 signed for Holmes Chapel and take the A54 towards Holmes Chapel. Follow the road for just over a mile until you reach a roundabout in Holmes Chapel Village. Turn left onto the A50 towards Knutsford and follow this road until you enter Cranage and see the signs for Cranage Hall. These direct you to turn left into Byley Lane and the centre is on your left-hand side.

**BY RAIL:** The nearest mainline railway stations are Crewe and Macclesfield, which are approximately 20 minutes by taxi from Cranage Hall Hotel and Conference Venue. The nearest local station is Holmes Chapel, which is only five minutes away and convenient when travelling to/from Manchester city centre.

**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 & Development  
Blackpool Teaching Hospitals NHS Foundation Trust  
Blackpool Football Stadium (2nd Floor)  
Seasiders Way  
Blackpool, FY1 6JX

(Telephone Number: 01253 306415)

**OR, COMPLETE AND FAX THE APPLICATION FORM TO:**

Samantha Landon  
Department of Learning and Development  
**FAX NUMBER: 01253 953886**