



**The NHS Northern
FACILITIES MANAGEMENT TRAINING ADVISORY GROUP**

Present a one-day conference on:

CAUSE NO HARM

to be held on

FRIDAY, 28TH MARCH 2014

at

**THE PRESTON MARRIOTT HOTEL,
Garstang Road, Broughton, Preston, Lancashire, PR3 5JB**

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NHS Boards are facing difficult questions around prioritising, rationalising, service reconfiguration and potential mergers and acquisitions. We have seen how cuts to services have impacted on patients, who have borne the brunt of poor planning and decision-making.

As we move into leaner times, Estates and Facilities professionals remain committed to protecting the interests and safety of patients, managing with reduced budgets we continue to strive to deliver a safe environment and "*Cause No Harm*".

The purpose of this conference is to examine how we should effectively govern so as to retain public and stakeholder confidence that their healthcare environment is in safe hands. We will look at the strategic leadership required to ensure that systems of control are robust and reliable.

We want each delegate to depart with revised confidence that we shape a positive culture in which their teams understand their responsibilities and are accountable for the role they deliver.

Underpinning this we want delegates to recognise they are the driving force for continuous quality improvement, offering Board assurance that they understand the mechanics needed to deliver an effective risk management approach within the world of the Estates and Facilities Professional.

This conference will be of special interest to Executive Officers with the responsibility for the management of the Estates, their Directors of Estates and Facilities and the immediate reports including their Heads of Estates, Facilities and Capital Teams. We also invite the broader NHS family including those that provide services as either contractors or through arm length bodies such as NHS Property Services.

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, course handouts, certificate of attendance, coffee/tea on arrival, mid morning coffee/tea, 2-course buffet lunch served in the Restaurant and afternoon tea/coffee.

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PROGRAMME

9.00am REGISTRATION
Coffee and Tea

9.30am **WELCOME AND INTRODUCTION**

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

9.45am **MEDICAL MANSLAUGHTER- DOCTORS IN
THE DOCK?**

Presenter – CHRIS GREEN
Partner, Weightmans LLP

Duties of candour, reputation and confidence, protection of staff and defending your position; This session looks at the practical steps to take in response to an accident or serious untoward incident which may see your Trust investigated for corporate manslaughter and safety offences and your clinicians treated as suspects for gross negligence manslaughter and grilled at the inquest as to their role in the incident. We look at the criminal consequences of a failure to respond and provide practical tips as to how best to prepare for that sort of event within your Trust

10.30am **AN INCONVENIENT TRUTH**

Presenter – STEVEN BANNISTER
Executive Director of Estates and Facilities,
Northumbria Healthcare NHS Foundation
Trust

This presentation will describe the role estates and facilities professionals have in the NHS, to ensure patients, staff and visitors don't come to any harm; as a result of their actions or more importantly inactions

11.15am Mid Morning Coffee and Tea

11.30am **REPUTATION MATTERS**

Presenter – ALICIA CUSTIS
Head of Communications, Stockport NHS
Foundation Trust

In this session Alicia will cover: 'Why corporate reputation and sending out the right messages are vital for survival - the reputation jungle, stopping negativity before it starts, who's managing your reputation, how to promote the positive'

12.15pm 3-COURSE BUFFET LUNCH

1.15pm **PROPERTY – CONSEQUENCES OF GETTING
IT WRONG**

Presenter – SIMON MASSEY
Partner, Hempsons

A brief review of potential problems resulting from ineffective estate management such as informal occupations, reactive leasehold management and knowledge gaps

2.00pm **THE NHS AND THE CHANGING
INSPECTORATE LANDSCAPE**

Presenter – MIKE WRIGHT
Executive Director of Nursing & Patient
Experience and Director of Infection
Prevention and Control, County Durham
and Darlington NHS Foundation Trust

3.00pm **COMPLIANCE AND ASSURANCE ACROSS
ESTATES AND FACILITIES IN HOUSE AND
PFI SERVICES**

Presenter – ALISON McCREE
Associate Director of Facilities, County
Durham and Darlington NHS Foundation
Trust

This session will share the systems and processes in place to demonstrate Compliance and Assurance across Estates and Facilities In House and PFI Services within one of the largest integrated care providers in England

3.45pm **QUESTION & ANSWER SESSION**

4.00pm **CLOSING REMARKS**

Afternoon Coffee and Tea

SAFE JOURNEY HOME

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ABOUT THE SPEAKERS

PAUL HOLT

Director of Estates, Stockport NHS Foundation Trust

Paul has worked in the NHS for over 25 years. As a Chartered Builder, Paul graduated from the Lancaster Executive MBA Programme in 2008. As Director of Estates at Stockport Hospital Foundation Trust, Paul has overseen a significant programme of cost reduction, whilst successfully ensuring a safe and compliant hospital environment. Several major construction schemes are accredited to Paul and his team. More latterly Paul has taken over the running of the Facilities team and started a wide ranging engagement programme designed to have the new team determine how they can develop their service. Paul has supported the North West Training Advisory Group for several years recognising the benefit of NHS Estates and Facilities Professionals developing training programmes specifically designed to cover the needs of all their staff irrespective of the level they operate at.

CHRIS GREEN

Partner, Weightmans LLP

Chris is a Partner in the Regulatory Services Unit of National law firm Weightmans LLP. A partner for nine years and for twenty years he has specialised exclusively in regulatory cases from the outset of an incident, throughout the investigation, inquest, police arrest and interview and in court proceedings when they ensue. He acts for public and private sector organisations, directors and managers when they are investigated by the likes of the police, HSE, CQC, Environment Agency, local authorities or the Office of the Rail regulator. He specialises in manslaughter and Health and Safety at Work cases and is an advocate in Coronial and Criminal Courts. He lectures to the likes of IOSH, ROSPA and the British Safety Council and has been published in the Financial Times and is quoted as a legal expert in Tolley's Law on Corporate Manslaughter. He deals with serious untoward incidents and has provided bespoke training packages and presentations to the Boards of a number of NHS Trusts on Directors Responsibilities and the response to an incident and crisis management of the same. He is ranked as a leading lawyer in the Legal 500 and Chambers Legal Directories and has been quoted as a "leading prosecutions lawyer" since 2002.

STEVEN BANNISTER

Executive Director of Estates and Facilities, Northumbria Healthcare NHS Foundation Trust

Steven is the current Executive Lead for Estates & Facilities at Northumbria Healthcare NHS Foundation Trust, having been appointed in April 2012. He is also currently Interim Director of Estates & Facilities at North Cumbria University Hospitals. Prior to joining Northumbria, Steven held similar roles at Newcastle Hospitals and Calderdale & Huddersfield as well as working at NHS Estates. Steven has previously given keynote presentations on subjects such as asset management, sustainability and risk.

ALICIA CUSTIS

Head of Communications, Stockport NHS Foundation Trust

Alicia Custis is an award-winning communications specialist with over 20 years' experience in corporate communications. She was asked to work at Stockport NHS Foundation Trust immediately following the saline poisoning incident at Stepping Hill Hospital in July 2011. This was in order to lead on communications around the incident and implement an overall communications strategy for the organisation. Alicia was previously head of communications at The Christie for 10 years. The Christie is the largest cancer centre in Europe, an international leader in cancer research and runs the second largest hospital charity in the UK. Her earlier experience includes six years working at PR agencies on a wide range of commercial accounts.

SIMON MASSEY

Partner, Hempsons

Simon qualified in 1999 at City Firm C'M'S Cameron McKenna and joined Hempsons in 2010 as a Partner in the Real Estate Team. Simon specialises in commercial property and has over 14 years' experience principally advising public sector clients such as Foundation Trusts, aspirant Foundation Trusts, NHS Property Services Limited and the Department of Health in connection with NHS Estate. This advice would typically concern the disposal of surplus assets with overage/clawback provisions, all aspects of commercial landlord and tenant including conditional agreements for lease and overriding and reversionary leases as well as advising on the property aspects of the divesting of the provider function by former Primary Care Trusts through Transforming Community Services coupled with ongoing advice regarding NHS Transition post-April 2013. In addition, Simon advises a number of GPs and dentists regarding freehold and leasehold transactions in connection with business acquisitions as well as a range of clients in the third and private sectors involving put and call option agreements, disposals and refinancing. Examples of recent projects that Simon has been involved in include acting for an NHS Trust in the Phase 2 development of a multi-million pound PET/CT Scanning facility in alliance with a significant regional cancer charity and advising a range of former PCTs in the complex and ever evolving NHS Transition process. "Simon is always proactive and achieves best value" as recognised in the international Legal Directory, Chambers & Partners.

MIKE WRIGHT

Executive Director of Nursing & Patient Experience and Director of Infection Prevention and Control, County Durham and Darlington NHS Foundation Trust

Mike Wright MBA RN, is Executive Director of Nursing & Patient Experience and Director of Infection Prevention and Control at County Durham and Darlington NHSFT, where he has been for 7 months. Mike has been a nurse for 32 years and an executive director of nursing for the past ten years. Mike is from Hull, East Yorkshire and has worked in East Yorkshire, London for 18 years (Guy's & St Thomas' and Bromley) and now in County Durham and Darlington. Mike's clinical background has been predominantly in adult critical care and surgery. He is passionate about delivering the highest quality of care to patients and service users. Mike also believes that it is essential to support, develop and nurture staff as they are the most significant and precious resource and the key to safer and better care for patients. Mike is also passionate about the patient care environment and how this impacts on each patient's experience. Mike also believes that it is often the little things that make the biggest differences to patients.

ALISON McCREE

Associate Director of Facilities, County Durham and Darlington NHS Foundation Trust

Alison is the Associate Director of Facilities at County Durham and Darlington NHS Foundation Trust, and she is recognised as an experienced healthcare professional with a proven track record of sustained innovation and achievement in the delivery of Facilities Management Services. Her day-to-day responsibilities include the leadership of 500 staff, delivering a range of Facilities Services across eight hospital sites and a large number of Health Centre Premises. More recently Alison has taken on lead responsibility for the management of 3 separate PFI contracts that provide Estates and Facilities service to the value of 30 million pounds per annum.

Over the years Alison has been involved in a number of national strategic projects to improve the patient's journey and experience within the NHS and more recently was a member of the Acute Stakeholder Group for the Premises Assurance Model and the Project Group that developed the specification for cleanliness in healthcare premises (PAS 5748). Alison was National Chairman of the Hospitals Caterers Association from 2004 to 2007; Chairman of Healthcare Caterers International, 2005 to 2006, and she has held the role of HefmA National Secretary since May 2006. Alison was awarded a Catey in 2008 in recognition of her services to the catering industry and was named as Facilities Manager of the Year in the 2011 HefmA Awards.