



The NHS Northern  
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day workshop on:

# **ARE YOU THE RIGHT LEADER FOR TODAY'S NHS?**

to be held on

**THURSDAY, 16<sup>TH</sup> OCTOBER 2014**

at

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

A one day programme aimed at supervisors and managers working in healthcare estates and facilities services. Here you will learn and practice leadership exercises, share knowledge and skills and hear from key presenters with hints and tips for persuading, inspiring and motivating others.

This workshop aims to help you utilise the widest range of problem solving and decision-making and leadership tools to support a modern facilities service.

The event will cover the following related themes:

- Making sure we've got a good "handle" on the problem
- Being systematic...being diligent
- Building in creativity....sometimes we need to be creative as well!
- Decision making that takes people with you

This workshop will offer insights into key skills and techniques that will help you in your everyday problem solving. In addition to good practice, guidance and practical strategies, there will be plenty of opportunity to test out things using some of the techniques introduced during the workshop.

**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 WORKSHOP 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.

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## PROGRAMME

**8.45am**      **REGISTRATION**  
Coffee and Tea

**9.15am**      **WELCOME AND INTRODUCTION**

**Presenter – DAVID SANDERSON**  
Head of Facilities Management,  
Liverpool Heart and Chest Hospital NHS  
Foundation Trust  
(Member of the Hotel Services TAG)

**9.30am**      **LEADING IN EXPONENTIAL TIMES**

**Presenter – TONY CHAMBERS**  
Chief Executive, Countess of Chester  
Hospital NHS Foundation Trust

*For every year for as long as I can remember we are told that morale and motivation in the NHS has never been so low. This is often repeated as though it's scientific fact. The NHS is a tough place to work. It's demanding it can be stressful; it involves shift work and unsocial hours working. It involves caring for people in very distressing situations, it works at the limits of science. It is in a constant state of change, politically, demographically, technically and financially.*

*Effective leaders, in today's NHS, demonstrate leadership by Clarity of Purpose, Mindset and Behaviour. This presentation shares some personal insights from a relatively new NHS Chief Executive on my own leadership journey.'*

**10.15m**      **GETTING 'IT' RIGHT FIRST TIME**

**Presenter – CARMEN MINCHERTON**  
Practice Manager, Stockport CCG

*The presentation focuses on customer service and the importance of getting 'it' right ..... it aims to explore what 'it' is and how 'it' helps you get around the occasions when things don't go so well*

**11.00am**      **Mid Morning Coffee and Tea**

**11.30am**      **THE RESILIENT LEADER**

**Presenter – PAULETTE LIPTROT**  
Organisational Development Manager,  
Blackpool Teaching Hospitals NHS  
Foundation Trust

*This session will cover the following:*

- *An examination of the four key components of resilience*
- *An introduction to Charney's Resilience Prescription that survivors use to cope in difficult times*
- *An opportunity to use some tools that help leaders and teams build their resilience"*

**12.15pm**      **2-COURSE BUFFET LUNCH**

**13.15pm**      **MOTIVATING AND INSPIRING YOUR WORKFORCE**

**Presenter – CARL DEARDEN**  
Training Manager, East Lancashire  
Hospitals NHS Trust

**Presenter – KAREN MAINWARING**  
Mandatory Training Lead, East  
Lancashire Hospitals NHS Trust

*Based upon the leadership principles of Kouzes and Posner, this interactive session centres how we inspire and encourage our teams*

**15.15pm**      **SUMMARY, FEEDBACK AND CLOSURE**

**15.30pm**      **CLOSE OF CONFERENCE**

**Afternoon Coffee and Tea**

**SAFE JOURNEY HOME**

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### **ABOUT THE SPEAKERS**

#### **DAVID SANDERSON**

**Head of Facilities Management, Liverpool Heart and Chest Hospital NHS Foundation Trust  
(Member of the HS TAG)**

David has worked for seven years in the NHS within Blackpool Teaching Hospitals NHS Foundation Trust and the Liverpool Heart & Chest Hospital initially within Estates services and in the latter organisation in a wider Facilities capacity. Prior to joining the NHS, David was Customer Operation Manager for the Royal Bank of Scotland running three flagship buildings in Manchester, housing 5500 people including a 550 seater restaurant, corporate hospitality, cleaning, security, front of house, waste and engineering services. With an extensive engineering background and currently studying for a MSC in facilities management, David feels the traditional differences between engineering and hotel services are no longer valid or sustainable and that closer links and shared goals are required to ensure excellent facilities and to delight and exceed customer expectations in the modern NHS. The Hotel Services Training Advisory Group has an important role in supporting the development of front line staff to enable us to achieve these requirements and continue to improve NHS services.

#### **TONY CHAMBERS**

**Chief Executive, Countess of Chester Hospitals NHS Foundation Trust**

Since being appointed as Chief Executive in December 2012, his main focus has been to work with West Cheshire Health and Care partners to make the Countess of Chester Hospitals one of best and safest organisations within the NHS. Tony led the successful reorganisation of regional vascular services which saw the South Mersey Arterial Network operate at the Countess from April 2014. From starting his career as a student nurse in Bolton in 1985 he has worked in a variety of clinical and management roles in a range of sectors and has been a Director in the NHS for over 12 years; most recently as the Director of Planning in South Wales. Prior to this he held Director roles in hospitals in Greater Manchester and West Yorkshire. Tony is a keen skier and dog walker and for the last thirty years has enjoyed a 'love-hate' relationship with Manchester City.

#### **CARMEN MINCHERTON**

**Practice Manager, Stockport CCG**

Following seven years managing NHS complaints within a busy NHS Foundation Trust Carmen has recently moved

into a primary care setting where she manages a GP Practice. Carmen's passion for patient care led her to make the move as the focus of healthcare moves more to the community setting. Prior to the move Carmen worked at Stockport NHS Foundation Trust as Deputy Head of Patient and Customer Services. A key part of her role is patient engagement to empower the complainant to help drive change. She also leads on the Trust's 'Being Open' policy. Carmen won an annual award in recognition of her outstanding contribution to the Trust in 2009. Carmen previously worked for the Independent Complaints Advocacy Service (ICAS), dealing with NHS complainants who needed support through the process. Before moving into the NHS, Carmen worked in the banking industry for 19 years. The last four of those years were as a bank manager for the Royal Bank of Scotland Group. Carmen is a passionate patient advocate, with her greatest satisfaction coming from turning a negative complaint into a positive outcome for patients and their families. She also believes strongly in providing effective support for staff who have had a complaint against them.

#### **PAULETTE LIPTROT**

**Organisational Development Manager, Blackpool Teaching Hospitals NHS Foundation Trust**

Paulette Liptrot is Organisational Development Manager for Blackpool Teaching Hospitals NHS Foundation Trust. She is a Linguist by background, starting her career as a graduate trainee with Guardian Royal Exchange Insurance. During her 11 year career there, she worked internationally as a senior auditor, quality assuring projects in Europe, Singapore, Hong Kong, South Africa, Brazil and the USA. In 2000 she took a year's career break and then joined the NHS as a trainer in Learning and Development. She became CIPD qualified in 2005 and in 2009 joined the newly formed Organisational Development team. Paulette is a trained coach, MBTI, LF and TEQUI practitioner and professionally has a lot of curiosity around the latest research in neuroscience and its application to organisational psychology. In her private life she is a Mum to a teenage son, enjoys going for long walks on the beach with her dogs and tries to make time for more travel with her partner.

#### **CARL DEARDEN**

**Training 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. Carl has worked with and for some exceptional leaders, seeing the difference that these people have made to Patients and carers experiences have made Carl committed to identifying and developing future leadership talent.

#### **KAREN MAINWARING**

**Mandatory Training Lead, East Lancashire Hospitals NHS Trust**

Karen is an experienced trainer and facilitator and currently works as the mandatory training lead in East Lancashire Hospitals NHS Trust. She has worked in the NHS for 23 years, with over 5 years in learning and development. Karen has passion for developing staff and began to develop an interest in education whilst serving with the armed forces for over 10 years training Territorial Army recruits. Karen is particularly interested in communication, customer service and conflict resolution skills and is a qualified trainer in a number of NHS risk management subjects.

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**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:** .....

.....

**Email:** .....

**Organisation:** .....

.....

**Telephone:** .....

**Address:** .....

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

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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, near 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. TAXIS: K&M 01257 472202 or SCM 01257 402002.

**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 Organisational Development  
Blackpool Teaching Hospitals NHS Foundation Trust  
Blackpool Victoria Hospital  
42 Whinney Heys Road  
Blackpool  
Lancashire  
FY3 8NR



(Tel: 01253 956415)

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

**Fax: 01253 953033**

**Email: [tag.administrator@bfwhospitals.nhs.uk](mailto:tag.administrator@bfwhospitals.nhs.uk)**

 **@nhsnortherntag**

**CONFERENCE FEE:**

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.**

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

Conference fee to include: attendance at the conference, certificate of attendance, course handouts, coffee/tea on arrival, mid-morning coffee/tea, 2-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.**