



**The NHS Northern**  
HOTEL SERVICES TRAINING ADVISORY GROUP

Present a one-day learning event on:

**“Making The 1% Difference Within The Patient Environment.”**

to be held

**THURSDAY, 4<sup>TH</sup> MAY 2017**

At

**PRESTON MARRIOTT HOTEL,**  
**The “Broughton” Suite, Preston Marriot Hotel,**  
**Garstang Road, Broughton, Preston, Lancashire, PR3 5JB**

Maximising personal and team performance throughout the Patient Environment

This is a great opportunity to offer your team a unique experience that will challenge, strengthen and reward them, so they return to the workplace relaxed and reinvigorated.

*The session with Steve Head will be fast paced, practical and build on talents while helping to increase personal resilience.*

**We are pleased to offer this session delivered by Steve Head who regularly works with colleagues throughout the NHS.**

Over the past 15 years Steve has worked with 1000s of professionals ranging from nurses and clinicians, to managers and finance directorates, helping teams and individuals to cope with a changing environment.



If you are interested in building personal resilience, celebrating team successes, and enabling yourself and colleagues to work better within today's NHS then this event would be of interest to you.

By the end of the session you will feel uplifted, optimistic and will be able to apply at least one idea immediately. The session will help build on key strengths and talents, self-esteem and confidence in yourself and your workforce, while raising your self-awareness and understand the impact you have on others.

**THIS LEARNING EVENT WILL BE BENEFICIAL TO ALL MANAGERS AND SUPERVISORS THROUGHOUT THE NHS**

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

As a Thank you for all of your support, we are offering this event at an Exclusive Price of **£75.00 per person**. This includes attendance at the learning event, course handouts, coffee/tea on arrival, mid morning coffee/tea and a two-course lunch.

**“Making The 1% Difference Within The Patient Environment”**

**THURSDAY, 4<sup>th</sup> MAY 2017**

**BOOKING FORM**

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

First Name(s): \_\_\_\_\_

Surname: \_\_\_\_\_

Job Title: \_\_\_\_\_

Email: \_\_\_\_\_

Organisation: \_\_\_\_\_

Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

Dietary Requirements (If applicable) : \_\_\_\_\_

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

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

Cancellation more than 4 weeks prior to conference = 90% refund

Cancellation more than 2 weeks prior to conference = 50% 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:**

Preston Marriott Hotel  
Broughton Suite  
Garstang Road  
Broughton  
Preston  
Lancashire, PR3 5JB

**DIRECTIONS:**

**By Road**

Leave the M6 at Junction 32 onto the M55 and then immediately take Junction 1. Follow the A6 northbound towards Garstang and the hotel is approximately half a mile on the right.

**By Rail**

The nearest mainline station is Preston (approximately 4 miles)

**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:*

Lara Turner  
Facilities Department, Home 6  
Blackpool Teaching Hospitals NHS Foundation Trust  
Blackpool Victoria Hospital  
Home 6  
Blackpool  
Lancashire  
FY3 8NR

Tel: 01253 956890

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

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

**CONFERENCE FEE:**

As a Thank you for all of your support, we are offering this event a an Exclusive Price of **£75.00 per person**

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

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

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



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