

**Your Impact on the Patient
From Facilities to Food**

Wednesday 11th October 2017

PROGRAMME

8:45am REGISTRATION

Tea, Coffee and a Bacon Roll

9:15am WELCOME & INTRODUCTION

Presenter – YVONNE WIDDOWS

Senior Site Services Manager, Blackpool
Teaching Hospitals NHS Foundation Trust
(Chair of the Hotel Services TAG)

**9:30am CQUIN – Improving the Health and Wellbeing of
Staff and Visitors Within our Establishments**
Presenter - Emma Lawson

Royal Voluntary Service
Senior Leadership, Wales

Supporting you further to achieve compliance with '1B –
Healthier eating for staff & visitors' what more can you
do?

10.45am MID-MORNING BREAK

**11.15am Dementia – improving the environment to
support dementia patients**

Presenter - Luci Roper
Luci Roper Designs

Improving the environment for dementia patients is extremely
important, this session will cover how a dementia friendly
environment can be achieved, including adapted cutlery and
crockery suitable to support good patient care. There will be
some showcase studies of what has been implemented in
other organisations.

12.30pm LUNCH

1.30pm PMOS Patient Meal Ordering System
**Presenters - Angela Wakefield and Tracy
Potter**
Catering Managers, Southport & Ormskirk
NHS Trust

An insight in to the benefits and lessons learned from an
NHS Hospital with the introduction of the electronic patient
meal ordering system.

2.45pm Exploring PLACE, questions and process
Presenter - Gill Donachie
Patient Experience Policy Manager, NHS
Improvement

An opportunity for open discussion on the annual PLACE
assessments. Experiences of the last collection and what
improvements can be made for next year.

4.00pm CLOSE OF CONFERENCE

SAFE JOURNEY HOME

EXHIBITORS

Nikki Cope—Trevors Foodservice
Olivia Zaczynska—Fretwell Downing Hospitality
Malcolm Rhodes—Minnovate
Hannah Seaton—Johnsons Catering Equipment Ltd