



Redefining care delivery to reduce health disparities and improve outcomes

DRAFT AGENDA

20-21 October 2022

Hilton Deansgate, Manchester

DAY ONE

08.30 Registration & Refreshments

09:15 Chair's Opening Remarks
Dave West, Deputy Editor, **HSJ**

09:30 – 10:10 **Neighbourhood, place, ICS, region – what is the right scale for delivering effective integrated care?**

- *Reconnecting with the founding principles of ICSs*
- *Developing effective working relationships between central, regional, and local teams to maximise top-down and bottom-up expertise and information flow and minimise added bureaucracy*
- *Empowering clinical and professional leaders at all levels to balance local sensitivity with national accountability*
- *Assessing what good system finances look like as we fully emerge from covid-29 funding arrangements and look to deliver more with less*
- *Reflecting on the impacts made on local populations so far*

Panellists:

Matt Neligen, Director System Transformation, **NHS England and NHS Improvement**

Stephanie Elsy, ICS Chair and ICB Chair Designate, **Bath and North East Somerset, Swindon and Wiltshire ICS**

Samantha Allen, Chief Executive Officer, **North East and North Cumbria ICB**

Matthew Kershaw, Chief Executive, **Croydon Health Services NHS Trust** and Place-based leader for Health, **Croydon**

10:10 – 10:50 **Maximising population health and moving towards health equity through the integration agenda**

- *Focusing on the wider determinants of health and inequalities to shift the dial from reactive to preventative health and care planning*
- *Progressing towards 'health in all policies' and collaborating with partners across local government*
- *Meeting the levelling-up ambition of delivering 5 additional years of healthy life by 2035 within your ICS footprint*
- *Discussing the findings and recommendations of the health disparities whitepaper*

Panellists include:

Dr Jeanelle de Gruchy, Deputy Chief Medical Officer for England, and Co-lead, **OHID**

Rob Webster, Chief Executive Officer. **West Yorkshire and Harrogate ICB**

Jim McManus, Executive Director of Public Health, **Hertfordshire County Council** and President, **ADPH**

Rachel Power, Chief Executive, **Patients Association**

10:50 – 11:30 **Keynote Q&A – Integrated care: from vision to delivery**

Following months of pandemic-induced turbulence and legislative change – now is time to deliver.

- *Learning the steps being taken by the centre to support each ICS*
- *Identifying local system priorities – balancing national vision with what is right for your population*
- *Translating national targets and deliverables into improved outcomes at a local level*

11:30 – 12:00	Morning Refreshments & Networking									
12:00 – 12:40	Transforming the built environment to maximise opportunities across the ICS <i>In partnership with Darwin Group</i> <ul style="list-style-type: none"> Thinking differently about investments in the built environment across your ICS Moving from a 'sticking plaster' solution to estate maintenance and repair to a transformation that delivers real benefit to patients, staff and the wider system Exploring examples from across the acute and mental health sectors 									
12:40 – 13:40	<p style="text-align: center;">Interactive Discussion Groups</p> <p style="text-align: center;"><i>Join these intimate and focused small-group discussions to share experiences with senior colleagues and get your pressing questions answered. Each group discussion will run for 25 minutes, so you will have the chance to participate in two.</i></p> <p style="text-align: center;"><i>With tables limited to just 12 participants, ensure you sign up early to ensure your place at your preferred 2 tables.</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 5px;"> Delivering effective virtual outpatient services <i>In partnership with Hospital Services Ltd</i> </td> <td style="width: 25%; padding: 5px;"> Supporting staff wellbeing <i>In partnership with SAP</i> </td> <td style="width: 25%; padding: 5px;"> Managing risk and patient safety across the ICS <i>In partnership with Radar Healthcare</i> </td> <td style="width: 25%; padding: 5px;"> Transforming the primary care estate <i>In partnership with Darwin Group</i> </td> </tr> <tr> <td style="width: 25%; padding: 5px;"> Connecting primary, community and urgent care pathways <i>In partnership with eConsult</i> </td> <td style="width: 25%; padding: 5px;"> Putting the patient and service user at the heart of ICS transformation Rachel Power, Chief Executive, and Sarah Tilsed, Head of Patient Partnership, Patients Association </td> <td style="width: 25%; padding: 5px;"> Reducing health disparities </td> <td style="width: 25%; padding: 5px;"> Connecting health and housing to improve local outcomes Andrew van Doorne, Chief Executive, Housing Associations Charitable Trust </td> </tr> </table>		Delivering effective virtual outpatient services <i>In partnership with Hospital Services Ltd</i>	Supporting staff wellbeing <i>In partnership with SAP</i>	Managing risk and patient safety across the ICS <i>In partnership with Radar Healthcare</i>	Transforming the primary care estate <i>In partnership with Darwin Group</i>	Connecting primary, community and urgent care pathways <i>In partnership with eConsult</i>	Putting the patient and service user at the heart of ICS transformation Rachel Power , Chief Executive, and Sarah Tilsed , Head of Patient Partnership, Patients Association	Reducing health disparities	Connecting health and housing to improve local outcomes Andrew van Doorne , Chief Executive, Housing Associations Charitable Trust
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13:40 – 14:30	Networking Lunch									
	Stream A: Collaborating across health and care	Stream B: Providers within the ICS landscape								
14:30 – 15:10	Integrating local government at all levels of an ICS <ul style="list-style-type: none"> Ensuring an effective working relationship between place-level and system-level planning Establishing the importance of working with elected members and engaging them in system decision making Maintaining a voice for both adult and children's care services at a local level and on the ICB Managing the complexities of the lack of co-terminus boundaries for health and local government <p><i>Panellists include:</i> Will Tuckley, Chief Executive, London Borough of Tower Hamlets, and Chair, Healthy London Strategic Partnership Board</p> <p>Mark Palethorpe, Executive Director for Integrated Health & Care, & Place Lead, St Helens ICP</p>	Taking a system-level view to address the elective backlog <i>In partnership with Homelink Healthcare</i> <ul style="list-style-type: none"> Sharing data to understand the backlog at a system level Working with social prescribers, primary and community services to enable patients to 'wait well' for care Discussing strategies to build and maximise elective capacity across the ICS: <ul style="list-style-type: none"> Developing shared tracking lists Reducing admissions and supporting earlier discharge through home-based care Reducing health disparities whilst implementing the elective recovery plan <p><i>Panellists include:</i> Prof. Kiran Patel, Medical Director, University Hospitals Coventry and Warwickshire FT, and Clinical Lead, Coventry and Warwickshire ICS</p>								

	Sarah Pickup , Deputy Chief Executive, Local Government Association	
15:10 – 15:50	<p>Engaging staff across the system to deliver 'one workforce' across health and care</p> <p><i>In partnership with Goodshape</i></p> <ul style="list-style-type: none"> • <i>Uniting the NHS People Plan and social care people plan to ensure the right numbers, skills, values and behaviours are in place across the system</i> • <i>Discussing the immediate, mid and long-term needs through the strategic framework for health and social care workforce planning and how to build 'one workforce' within your ICS</i> • <i>Identifying ways to attract and retain the staff needed to deliver on system, not just organisation-wide, priorities – avoiding robbing Peter to pay Paul</i> • <i>Creating the right wellbeing and support frameworks to ensure staff remain productive and engaged and deliver high standards in patient care</i> <p><i>Panellists include:</i> Helen Walker, Chief Executive, Carers UK</p>	<p>Leveraging provider collaboratives to deliver truly integrated care</p> <ul style="list-style-type: none"> • <i>Establishing the key ingredients for success in driving provider collaboration at both a system-wide and place level</i> • <i>Managing the tensions of sovereign accountability versus shared responsibility, and ensuring the right balance of power between each partner in the collaborative and the wider ICS</i> • <i>Learning from the different development paths taken so far</i> • <i>Identifying opportunities for budgetary or functional devolution from the wider ICS from July 2022 onwards</i> <p><i>Panellists include:</i> Louise Robson, Chief Executive Lead for Provider Collaboration - NW, NE and Yorkshire, NHS England and NHS improvement David Bradley, Chief Executive, South London and Maudsley NHS FT</p>
15:50 – 16:20	Afternoon Refreshments & Networking	
16:20 – 17:00	<p>Taking a system-wide view to manage risk across the ICS</p> <p><i>In partnership with Radar Healthcare</i></p> <ul style="list-style-type: none"> • <i>Developing a consistent culture of communication and shared learning across the ICS to improve quality and patient safety</i> • <i>Sharing intelligence and gaining a single view of incidents, audits and action plans from across the system to identify opportunities for improvement</i> 	<p>Fireside Chat: Regulating for integrated health and care</p> <ul style="list-style-type: none"> • <i>Shifting from risk-based regulation to rewarding partnership working and a focus on whole patient pathways</i> • <i>Co-designing future regulatory frameworks with local systems and aligning metrics across regulators</i> • <i>Building a regime of proportionate accountability, with light touch oversight of well-performing systems vs rules-based intervention and support for others</i> <p>Kate Terroni, Chief Inspector Adult Social Care, CQC</p>
17:00 – 17:40	<p>Looking beyond health and social care: Building place-based partnerships and healthy communities</p> <ul style="list-style-type: none"> • <i>Leveraging the ICS and place-based partnerships across the NHS, social care, and VCSEs to kickstart conversations with other public services</i> • <i>Actively working with social housing, education, policing, and other public services to address the social determinants of health and keep citizens healthy and living independent lives</i> <p><i>Panellists:</i> Cedi Frederick, ICB Chair Designate, Kent and Medway ICS Prof. Donna Hall, Chair, Bolton NHS Foundation Trust and Chair, New Government Network Andrew van Doorne, Chief Executive, Housing Associations Charitable Trust Warren Heppolette, Executive Lead Strategy and System Development, Greater Manchester Health and Care</p>	

17.40 – 17:45	Chair's Closing Remarks Dave West , Deputy Editor, HSJ
19:00	Networking Reception & Dinner <i>Drinks reception from 19:00 with dinner served at 20.00. Finish at 22.00</i>

DAY TWO	
09:00	Chair's Opening Remarks Dave West , Deputy Editor, HSJ
09:15 – 09:55	Integrating into the NHS <i>In this session, ICB leaders recruited from outside the English NHS will reflect on their first few months in the role, and share learnings and ideas from their past lives</i> <i>Panellists include:</i> Shane Devlin , ICB Chief Executive Designate, Bristol, North Somerset and South Gloucestershire ICS Kevin Lavery , ICB Chief Executive Designate, Lancashire and South Cumbria ICS
	Stream A – Technology as an enabler of change
	Stream B – Wrapping care around citizen need
09.55 – 10:35	<p>Capitalising on new digital care models to optimise patient independence and clinical outcomes <i>In partnership with Doccla</i></p> <ul style="list-style-type: none"> Leveraging virtual wards and remote monitoring technologies to enable patients and service users to maintain independent lives Ensuring remote does not mean forgotten – delivering rounded and holistic care packages wrapped around the needs of the service user Assessing progress against the national ambition of achieving 40-50 virtual beds per 100,000 population by 2023 Identifying the technologies, processes and partnerships required to deliver virtual and remote care at scale <p><i>Panellists include:</i> Martin Ratz, Founder, Doccla</p>
	<p>Harnessing the patient and service user voice to move towards personalised care</p> <ul style="list-style-type: none"> Developing a strategic approach to engagement to ensure the voices of patients, service users, unpaid carers and staff are heard Channelling frontline insight and intelligence from service users, carers, VCSEs and other private and third sector providers into broader ICS discussions Leveraging community assets and coproducing services to meet the needs of your local population Sharing data across the system to move towards personalised care <p><i>Panellists include:</i> James Sanderson, Director Personalised Care Group, NHS England and NHS Improvement Louise Ansari, National Director, Healthwatch Fatima Khan-Shah, Associate Director Long Term Conditions and Personalisation, West Yorkshire and Harrogate ICS</p>
10.35 – 11:15	<p>Embedding digital maturity and cybersecurity across the ICS <i>In partnership with Sophos</i></p> <ul style="list-style-type: none"> Transforming the patient and service user experience through enhancing digital maturity across the ICS Discussing the risks to patient safety and confidentiality that come with an increasingly interconnected digital environment – could cyber security be the next big healthcare emergency? Leveraging the NHSX What Good Looks Like framework to ensure operating
	<p>Population health management: Taking a data-driven approach to care planning <i>In partnership with Optum</i></p> <ul style="list-style-type: none"> Leveraging data-driven insights to inform planning and delivery of care Building the right infrastructure for a population health management approach Using advanced analytics, focused population targeting and segmentation to turn data into actionable insights Proactively identifying those at risk of ill health to design targeted interventions and develop new models of care

	<i>environments are reliable, resilient, and cyber secure by design</i>	<ul style="list-style-type: none"> Activating and educating patients to enable self-management and improve outcomes <p><i>Panellists include:</i> Charlotte Canniff, Joint Chief Medical Officer, Surrey Heartlands ICS</p>
11:15 – 11:45	Morning Refreshments & Networking	

11.45 – 12.25	<p>Right time, right place, right care: Building a clinically accurate digital front door to optimise outcomes across the ICS</p> <p><i>In partnership with Ada Health</i></p> <ul style="list-style-type: none"> Exploring cases from around the world of a digital-first approach to care navigation for their specific needs Establishing ways to empower patients to take an active role in their care, and be supported by technology to reduce unnecessary demand for GPs and A&E Identifying opportunities for system-wide efficiency gains through early intervention and connecting patients with the right care at the right time Utilising data across the ICS to inform service design and deliver seamless care pathways for patients. 	<p>Maintaining parity for mental health in the ICS landscape</p> <ul style="list-style-type: none"> Ensuring mental health investment and focus is retained as a strategic priority by the ICB Improving outcomes through reducing physical and mental health service fragmentation Enabling continuity of care through bringing specialised mental health commissioning to a local system level Building on the mental health new models of care within the ICS <p><i>Panellists include:</i> Nick Broughton, Chief Executive, Oxford Health NHS FT</p>
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12.25 – 13.05	<p>Reforming primary care to deliver effective place-based services</p> <ul style="list-style-type: none"> Discussing the future of PCNs, and how their crucial role in place-based care delivery fits within system level priorities Establishing how primary care clinical leaders can present a unified voice to retain influence and leadership at a system level Finding innovative ways to integrate with community and mental health services and develop system-wide care pathways that meet local population needs <p><i>Assessing the impacts and opportunities of technology on patient expectations and service access – to what extent should primary care be digital-first?</i></p> <p><i>Panellists include:</i> Amanda Doyle, Director of Primary and Community Services, NHS England and NHS Improvement Brian Marshall, Chair, Health Creation Alliance Martin Marshall, Chair, Royal College of GPs</p>	
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13.05 – 13.45	<p>Looking to the future: Integrated care as a vehicle for transformation</p> <ul style="list-style-type: none"> Capitalising on the post-pandemic opportunity to fundamentally rethink health and care with the patient or service user at the heart Investing in the skills, training and opportunities that will build a health and care workforce fit for the future Leveraging ICSs and place-based partnerships as anchor networks with a joint vision and strategy for supporting the local economy and environment Reflecting on the long-term plan reset and how integrated care can deliver on those visions <p><i>Panellists include:</i> Rima Makarem, Independent Chair, BLMK ICS Tom Riordan, Chief Executive, Leeds City Council</p>	
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13.45 – 13.55	<p>Chair's Closing Remarks Dave West, Deputy Editor, HSJ <i>Takeaway lunch will be served after sessions finish</i></p>	
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