

**A South Region Event for Responsible Officers and HR Leads  
Tackling concerns: from avoidance to action**

**Berkshire Conference Centre – Madejski Stadium, Reading, Berkshire, RG2 0FL  
Princess Suite – First Floor**

<http://www.rbcc.org.uk/location.php>

**Thursday 29 January 2015**

**P R O G R A M M E**

- 09.00 – 10.00 : Registration, Windsor Lounge  
Tea/Coffee/networking
- 10.00 – 10.10 : Welcome: Mr Nigel Acheson, Regional Medical Director,  
NHS England (South)
- 10.10 – 10.40 : Mr Peter Lees, Chief Executive and Medical Director, Faculty of  
Medical Leadership & Management
- 10.45 – 11.35 : Five Workshops, 1 (am), 2 (am), 3 (am), 4 (am), 5 (am)
- 11.40 – 12.25 : Five Workshops, 6 (am), 7 (am), 8 (am), 9 (am), 10 (am)
- 12.30 – 13.30 : LUNCH: Networking, Windsor Lounge
- 13.30 – 14.00 : Dr Kim Holt, Consultant Paediatrician and Co-Chair of Patients First.  
Lessons from a case study: How does the Baby P story teach us  
about staff engagement, avoiding conflict, reducing risks and saving  
money?
- 14.05 – 14.55 : Five Workshops, 1 (pm), 2 (pm), 3 (pm), 4 (pm), 5 (pm)
- 15.00 – 15.50 : Five Workshops, 6 (pm), 7 (pm), 8 (pm), 9 (pm), 10 (pm)
- 15.55 – 16.10 : Closing session and final questions: Nigel Acheson
- 16.10 – 17.00 : Networking

The GMC ELAs and members of the south region revalidation team will be available at all times for any specific queries or discussions

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**Please choose one workshop from each session**

**WORKSHOPS 10.45 – 11.35**

<b>Workshop 1 (am) Room : Loddon</b>	<b>Workshop 2 (am) Room : Royal Suite</b>	<b>Workshop 3 (am) Room : Kennet</b>	<b>Workshop 4 (am) Room: Princess Suite</b>	<b>Workshop 5 (am) Room: Box 11</b>
Recruitment and induction – appointing the right doctors for your organisation	Enabling staff to raise concerns about a doctor – a case study	Managing the employment of locums and short-term doctors effectively; from the organisation, the agency and the doctor’s perspective	Tackling disruptive and dysfunctional behaviour in clinical teams.	Networking opportunity for revalidation managers / administrators
Sharing examples from Trusts who have improved their recruitment processes	A case illustrating how to deal with concerns about a doctor and how opportunities could be missed	Feedback from a recent meeting on this topic and wider discussion	The session identifies the key causes, early warning signs and challenges associated with poor behaviour in clinical teams. Based on Edgecumbe's extensive experience, practical strategies, approaches and tips for senior managers will be proposed. The session is intended to be interactive as well as informative	A time to get together with colleagues in similar roles to share ideas and learning and discuss common issues
Kathy Gillman, Assistant Director of Human Resources, Buckinghamshire Healthcare, Carolyn Apps, HR Business Partner, East Kent Hospitals University NHS FT Dr Andrew Dayani/RO, Medical Director, Somerset Partnership NHS FT	Dr Alison Milroy, Assistant Director (Revalidation) Kent & Medway area team	Marjorie Rogan, Project Manager Quality Improvement and Patient Experience, NHS England (South) Fahed Youssef, Locum Agency RO	Dr Jenny King, Practice Leader and Director, Edgecumbe Health	

### Workshops 11.40 – 12.25

Workshop 6 (am) <b>Room : Loddon</b>	Workshop 7 (am) <b>Room : Royal Suite</b>	Workshop 8 (am) <b>Room : Kennet</b>	Workshop 9 (am) <b>Room: Princess Suite</b>	Workshop 10 (am) <b>Room: Box 11</b>
Investigating concerns – making the process work effectively	Doctors working across sectors – how can effective information sharing take place across the NHS and independent sector	The leadership challenge: an approach to the consultant who is not stepping up from 'technician' to 'leader'	Supporting doctors to get back on track	Networking option – Appraisal Leads
When / how to instigate an investigation. How to prevent an investigation from going wrong. Protected conversations	A workshop to explore and agree effective mechanisms for sharing information between organisations	A facilitated discussion to share experiences: what are the underlying causes? what are the successful interventions?- both for individuals who are 'stuck' and for organisations to develop their (new) consultant workforce what resources are helpful/not helpful?	A facilitated discussion to share a variety of approaches to supporting doctors	A time for appraisal leads to get together to share and discuss common issues
Anne Rothery, NCAS Advisor, Dr Liz Thomas, Assistant Director, Revalidation, NHS England (DCIoS) Janet King, HR Director, Frimley Health	Marjorie Rogan, Project Manager Quality Improvement and Patient Experience, NHS England (South)	Dr Judy Curson, Deputy Director – Workforce, Public Health England South of England Region	Michael Finnigan, CEO i2i and Charlie Vivian, Consultant Occupational Physician, Matthew Stephenson, Consultant Psychiatrist	

**Workshops 14.05 – 14.55 (repeat sessions)**

Workshop 1 (pm) <b>Room : Loddon</b>	Workshop 2 (pm) <b>Room : Royal Suite</b>	Workshop 3 (pm) <b>Room : Kennet</b>	Workshop 4 (pm) <b>Room: Princess Suite</b>	Workshop 5 (pm) <b>Room: Box 11</b>
Recruitment and induction – appointing the right doctors for your organisation	Enabling staff to raise concerns about a doctor – a case study	Managing the employment of locums and short-term doctors effectively; from the organisation, the agency and the doctor's perspective	Tackling disruptive and dysfunctional behaviour in clinical teams.	Networking option – Appraisal Leads
Sharing examples from Trusts who have improved their recruitment processes	A case illustrating how to deal with concerns about a doctor and how opportunities could be missed	Feedback from a recent meeting on this topic and wider discussion	The session identifies the key causes, early warning signs and challenges associated with poor behaviour in clinical teams. Based on Edgecumbe's extensive experience, practical strategies, approaches and tips for senior managers will be proposed. The session is intended to be interactive as well as informative	A time for appraisal leads to get together to share and discuss common issues
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**Workshops 15.00 – 15.50 (repeat sessions)**

Workshop 6 (pm) <b>Room : Loddon</b>	Workshop 7 (pm) <b>Room : Royal Suite</b>	Workshop 8 (pm) <b>Room : Kennet</b>	Workshop 9 (pm) <b>Room: Princess Suite</b>	Workshop 10 (pm) <b>Room: Box 11</b>
Investigating concerns – making the process work effectively	Doctors working across sectors – how can effective information sharing take place across the NHS and independent sector	The leadership challenge: an approach to the consultant who is not stepping up from 'technician' to 'leader'	Supporting doctors to get back on track	Networking option – Revalidation Managers/Administrators
When / how to instigate an investigation. How to prevent an investigation from going wrong. Protected conversations Brief intro	A workshop to explore and agree effective mechanisms for sharing information between organisations	A facilitated discussion to share experiences: what are the underlying causes? what are the successful interventions?- both for individuals who are 'stuck' and for organisations to develop their (new) consultant workforce what resources are helpful/not helpful?	A facilitated discussion to share a variety of approaches to supporting doctors	A time to get together with colleagues in similar roles to share ideas and learning and discuss common issues
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## Biographies of Speakers

### Mr Peter Lees



#### **Medical Director, Faculty of Medical Leadership and Management**

Peter Lees is the medical director and former founding director of the intercollegiate UK Faculty of Medical Leadership and Management, a new membership organisation with 2,000 members. He also serves on the Clinical Governing Body of West Hampshire Clinical Commissioning Group, the General Advisory Council of the King's Fund and the NHS Leadership Academy Steering Group.

Over 20 years, he combined a career in neurosurgery with senior roles in operational management and leadership development. This included experience at local, regional and national levels and in global health. Most recently he was the Medical Director, Director of Workforce and Education and Director of Leadership at NHS South Central Strategic Health Authority; Medical Director of the NHS Top Leaders Programme; and Senior Lecturer in Neurosurgery at the University of Southampton.

He is a graduate of Manchester and Southampton Universities, a Fellow of the Royal College of Surgeons of England and a Fellow of the Royal College of Physicians, London.

**Dr Kim Holt****Consultant Paediatrician and Co-Chair of Patients First**

Kim trained in Bart's and University of Manchester. She worked in London in her houseman year, North Middlesex University Hospital and Northwick Park Hospital, before starting her career in paediatrics. She worked in Queen Elizabeth Hospital Hackney and Northwick Park paediatric departments and then spent several years in what was then Zaire. At that time she worked on a voluntary basis and carried out some work on AIDS in children.

Her subsequent years were spent working in paediatric rheumatology with Dame Barbara Ansell, a real inspiration, before moving to community child health.

Working in paediatric rheumatology generated Kim's passion for working with children and families in a longitudinal way, understanding the life experience for children and their families. She thus developed a special interest in social paediatrics and child mental health and advocates for children on a daily basis in her work as designated doctor for Children in Care Haringey.

Her career took a temporary break when she jointly raised concerns with colleagues about system issues within the child protection service in Haringey in the years preceding the tragedy of Peter Connelly's death. Her experience led her to found the Patients First network, which is a network of health professionals. She has learned a lot about the cultural barriers that exist within the NHS to speaking up, and made a significant contribution to the recent Speak up review chaired by Sir Robert Francis.

She will share some of her personal experience but also summarise the thematic review of 70 cases that formed the Patients First submission to the Speaking up review.

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**Travel Arrangements**

BY CAR

Sat Nav Postal Code - RG2 0FL

From M4 Junction 11, take the A33 to Reading through the traffic lights.

Straight ahead at the mini roundabout, at the second roundabout turn left, at the next round about take second turning up the hill towards the stadium. Follow the road around the stadium over the two mini roundabouts and pass the hotel entrance on your right. Car parking is available in the blue car park in front of the Mega Store, entrance to conference centre to the right of the Mega Store.

BY TRAIN TO READING, THEN BY TAXI

Once arriving at Reading Central Station, leave the station out of the main entrance taxi rank is located to the right hand side.

Taxi Company to book: Top Cars 0118 944 2222

MADEJSKI PARK AND RIDE

From Bus stop "SI" located outside of Reading Central Station, this bus service operates every 8 minutes to and from the Madejski Stadium/Royal Berkshire Conference Centre. Bus stops directly opposite the entrance to the conference centre.

Cost approx. £3.50 return

Royal Berkshire Conference Centre

Madejski Stadium

Reading, Berkshire

RG2 0FL

Tel: 0118 968 1333