



HFMA Kent, Surrey and Sussex branch
Annual conference programme 2017



HFMA Kent, Surrey and Sussex annual conference and awards 2017

13-14 October, Ashford International Hotel



Programme

Friday 13 October

- 07:30 **Optional Annual Golf Competition**
Weald of Kent Golf Course & Hotel, Maidstone Road, Headcorn, Kent TN27 9PT
- 10:30 **Optional session – networking for accountants**
Darryl Howes
- 12:00 Registration and lunch
- 13:00 **Chair's welcome & introduction**
Spencer Prosser, HFMA KSS Branch chair
- 13:10 **President's address**
Mark Orchard, HFMA president
- 13:40 **Session title**
Bob Alexander, NHS Improvement
- 14:10 **What's happening in STP's compare and contrast**
Glenn Douglas and Paul Simpson
- 14:40 **Workshop session 1** (choose one session to attend)

- A. The psychology of communication**
Ken Hancott, Tarragon Training
- B. Great place to work**
Edward John, Tracy Stickland and Dena Walker
- C. Scan4Safety**
Caroline Trevena, Tracey Cramond and Anthony Kennerley
- D. New national specialised high cost devices procurement programme and an update on the specialised commissioning identification rules to devices**
Justine Stalker-Booth
- E. Cybersecurity assurance - "no luck needed!"**
Pete Sheppard

15:25 Refreshments

15:40 **Workshop session 2** (second running, choose one session to attend)

F. The psychology of communication

Ken Hancott, Tarragon Training

G. Great place to work

Edward John, Tracy Stickland and Dena Walker

H. Scan4Safety

Caroline Trevena, Tracey Cramond and Anthony Kennerley

I. New national specialised high cost devices procurement programme and an update on the specialised commissioning identification rules to devices

Justine Stalker-Booth

J. Cybersecurity assurance - "no luck needed!"

Pete Sheppard

16:25 **Session title**

Dr Pat Oakley

17:00 **Heart of Kent Hospice**

17:05 Delegates depart for check-in

19:00 **Drinks reception**

19:30 **Gala dinner (black tie optional) and awards followed by evening entertainment (casino night), raffle and golf awards**

Saturday 14 October

9:30 **Making the 1% difference**

Steve Head

These shoes were made for walking

Matt King OBE

11:00 Refreshments

11:15 **AGM**

11:30 **Taken on trust**

Terry Waite CBE

12:15 **Closing address**

Spencer Prosser, HFMA KSS Branch chair

12:30 Lunch

13:30 **Conference close**

Workshop outlines

Friday morning (optional session)

Networking for accountants

Darryl Howes

In this special session of networking for accountants, Darryl Howes MSc will share the latest insights on the science of 'nudging' and its application to networking and career development.

Behavioural insights, or 'nudges', examine how 'choice architecture' can be fashioned to subtly move people in a desired direction. Dr David Halpern, chief executive of the UK's Behavioural Insights Team, defines a nudge as "a means of encouraging or guiding behaviour, but without mandating or instructing".

Darryl will also speak about why 99% of networking can be a waste of time. He will dispel common networking myths and madness such as 'work the room', 'just be yourself' and 'find your tribe' and present solutions to network more effectively.

Darryl's unique take on people networking and career development is guaranteed to get you thinking.

Friday afternoon

Workshops A & F - The psychology of communication

Ken Hancott, Tarragon Training

Performance, positivity, motivation and communication are all affected by our individual belief in ourselves and these beliefs have been learnt throughout our lives.

This workshop demonstrates how these beliefs totally control our actions, often confining us to repetitive behaviour which leads to communication misunderstandings.

The workshop will take you through evidence gained from modern research into human behaviour and allows you to understand yourself much better.

Unlike other 'communication' training, this strives to provide practical understanding and real techniques that can be used to improve interactions with others.

These techniques have been developed from studying the best communicators and they can be replicated by all of us!

It's the aim of this training to show you how habits, behaviours and your previous experience can be adjusted giving you a chance to work better with others, motivate people and have a more versatile approach to communication with different personality types.

The workshop is an introduction to the psychology behind communication explaining both verbal and non-verbal skills and is delivered in a light hearted, entertaining manner.

Workshops B & G - Great place to work/future-focused finance: career stories

Edward John/Tracy Stickland/Dena Walker

Tracy introduces FFF and how to navigate around the website, promoting KSS Value Makers and Face's. Dena will talk about the great place to work workstream and toolkits and Edward will focus on diversity.

The growing body of research on diversity and inclusion (D&I) shows that well-managed, diverse teams provide better care for patients, better management of resources, are more innovative and make better decisions. The research shows more diverse organisations are up to 35% more likely to outperform their less diverse competitors and they build better teams.

NHS Finance leadership faces challenges including ineffective D&I-related policies, experiences of bias, and perceptions of high workload and lack of flexible working opportunities at more senior levels. It is in everyone's interest to maximise the potential of underrepresented groups particularly female and those from black and ethnic minorities.

NHS Finance can lead the way and be a catalyst for change, but this requires strong leadership. In order to make long term sustainable progress, D&I needs to move away from being an issue that is owned by HR and to sit firmly on the agenda of senior leaders in every team. The GPtW delivery group has identified diversity as a key priority area and the workshop will introduce what you can do to help unlock any latent potential in your teams.

Workshops C & H - Scan4Safety - Patient, Product, Place and Process

Setting the standards for safer care

Caroline Trevena, Tracey Cramond, Anthony Kennerley

Scan4Safety is a pioneering initiative led by the Department of Health that is improving patient safety, increasing clinical and operational productivity and advancing supply chain efficiency in the NHS through the adoption of international standards.

In 2014 the Department of Health and NHS England published the eProcurement Strategy wherein it mandated the use of GS1 standards within the NHS, those being for:

- Patient (Global Service Relationship Number or GSRN)
- Product (Global Trade Item Number or GTIN)
- Place (Global Location Number or GLN)

There were six successfully appointed demonstrator sites who embarked on the project to implement three core enablers:

- Location numbering – implementing Global Location Number (GLN) standards for the identification of unique locations. These enable an event to be matched to a location, whether this relates to a person; an asset; a product or a service.
- Catalogue management – updating catalogue management processes with GTIN information, to ensure that accurate and consistent product information is used consistently across the NHS.
- Patient identification – adopting GS1 barcoding standards for use on patient identity wristbands, enabling accurate identification of the patient, with barcode scanning facilitating the upload of clinical data into patient records.

As demonstrator sites, the aim is to provide clear guidance and best practice and UK-based exemplars that all NHS acute trusts in England can learn from.

From better patient safety and experience, to improved operational efficiency, the benefits are clear.

Based on these initial findings, it is estimated that for a typical NHS hospital trust, the benefits could be:

- ✓ Time release to patient care – equivalent to 16 band 5 nurses per trust, that's 2,400 band 5 nurses across the NHS.
- ✓ A reduction of inventory averaging £1.5 million per trust, £216 million across the NHS.
- ✓ Ongoing operational efficiencies of £2.4 million per trust annually, that's £365 million across the NHS.

Join us in the workshops to see how this programme could work for you. This workshop will cover an overview of the project locally and nationally, what the project is about and the benefits with a more detailed discussion of what it is and what has been done at North Tees.

Workshops D & I - New national specialised high cost devices procurement programme and an update on the specialised commissioning identification rules to devices

Justine Stalker-Booth

This workshop will provide you with information on the new national specialised high cost devices procurement programme and an update on the specialised commissioning identification rules.

The NHS England specialised devices procurement programme is a new nationwide system for purchasing expensive medical devices and implants (such as implantable cardiac defibrillators and bone conducting hearing aids) which will see savings of over £60 million ploughed back into specialist care in its first two years. A single national approach for purchasing and supplying these devices has now been agreed between NHS England and NHS Business Services Authority. The new system for hospital trusts to order devices for specialist services will be operated by NHS Supply Chain. This workshop will provide you with an update on this project and highlight some of the financial operating issues and challenges that have arisen during implementation.

The identification rules were first published in November 2012 in order to support contract planning and set up for the 2013/14 financial year. The identification rules (IR) is a mechanism by which healthcare activities can be identified as specialised (and therefore for direct commissioning by NHS England). A major national exercise was undertaken last year to update the IRs and provide a more consistent approach for the 2017/18 contracting round.

Have you got any questions about either devices or IR? Then come along and ask the expert!

Workshops E & J - Cybersecurity assurance – no luck needed!

Pete Sheppard

Organisations are facing the largest change to data protection regulations in a generation, and this is in an environment that is subject to the most significant levels of digital threats. Successfully managing this risk does not happen by accident, nor need any luck; but only if you know what questions to ask, and what assurances to seek...

- “What are the odds?” – the risks profile associated with digital services
- “What’s the worst that could happen?” – real world examples of failure
- Win-lose-draw – tipping the odds in your favour
- 10 practical steps to improving your chances