

**‘The Value of Engaging People in Service Change’****7 March 2016****MacDonald Burlington Hotel, Birmingham****#peopleaspartners**

AGENDA	
10.30-11.00	Registration, Refreshments & Exhibition (with partner organisations)
11.00-11.20	Welcome and Introductions We set the scene for the day including the context of health and care service change and the role of Healthwatch within this (a short video will be played on ‘Service Redesign’). The objectives for the day will be set followed by an outline of the systems leadership approach which has led to improved transformation in public services. <ul style="list-style-type: none">• Susan Robinson, Acting National Director, Healthwatch England• Debbie Sorkin, National Director of Systems Leadership, the Leadership Centre (Conference Facilitator)
11.20-11.50	Better Engagement leads to Better Outcomes We examine examples of meaningful engagement with service users that have led to a series of better health and care outcomes with a specific consumer group in Leicestershire (‘Teenage Kicks’ Video). <ul style="list-style-type: none">• Jo Yeaman, Managing Director, Making it Happen
11.50-12.20	Better Care Fund An example of local Healthwatch engagement in the Better Care Fund (BCF), a national initiative that creates a pooled budget between local government and CCGs locally. This will be followed by an overview of the BCF programme at national level. <ul style="list-style-type: none">• Emma Cooper, Chief Executive, Healthwatch Wiltshire• Antony Kealy, Programme Director of BCF, NHS England
12.20-12.30	Introduction about Open Space Discussion Open Space is a way for you to raise issues that matter particularly to you and to discuss them with other attendees at the conference, in an informal way, to help develop your own plans and actions. This session will provide an ideal opportunity to connect with other colleagues in the conference group. We’ll be holding an Open Space session in the afternoon, with the morning session providing a brief introduction about the Open Space and how it works, so that you can start thinking about what you’d like to discuss later on in the day. <ul style="list-style-type: none">• Debbie Sorkin, conference facilitator will lead the session
12.30-13.10	Networking Lunch & Exhibition
13.10-13:40	Engaging Children and Young People We see an example of local Healthwatch engagement with children and young people in terms of Children and Adolescent Mental Health Services (CAMHs), followed by an overview of CAMHs as a national government priority. <ul style="list-style-type: none">• Graham Hawkes, Chief Executive, Healthwatch Hillingdon• Flora Goldhill, Director for Children, Families and Maternity and Health Inequalities, Department of Health



13.40-14.20	<p>Devolution in Greater Manchester</p> <p>Colleagues from three local Healthwatch within Greater Manchester will present their journey through the devolution of health and care in Greater Manchester, followed by an overview of the findings from deliberative research with the public in Manchester.</p> <ul style="list-style-type: none">• Peter Denton, Manager, Healthwatch Tameside and Healthwatch Oldham• Neil Walbran, Chief Executive, Healthwatch Manchester• Alice Tligui, Chief Officer, Healthwatch Bolton• Alasdair Gleed, Research Director, DJS Research
14.20 - 14.30	<p>Networking & Afternoon Refreshments</p>
14.30 - 15.20	<p>Five Year Forward View Priorities: New Care Models and Success Regime</p> <p>We will hear from a New Care Model vanguard in Dudley (Multi-Speciality Community Provider) as well as how NHS England is supporting 50 NCM vanguards across England, including empowering patients and communities.</p> <p>Healthwatch Cumbria will present on engaging with local people through the Success Regime (priority within NHS England's Five Year Forward View).</p> <ul style="list-style-type: none">• Helen Codd, Community Engagement Manager, Dudley CCG• Jayne Emery, Chief Executive, Healthwatch Dudley• Pritti Mehta, Strategy Lead, Empowering Patients and Communities, New Care Models, NHS England• Sue Stevenson, Chief Officer, Healthwatch Cumbria• David Blacklock, Chief Executive, Healthwatch Cumbria
15.20 -16.20	<p>Open Space Discussion</p> <p>Open Space is a way for you to raise issues that matter particularly to you and to discuss them with people in an informal way, developing your own plans and actions. It's a good way to connect with other people if you're in a big group.</p> <ul style="list-style-type: none">• Debbie Sorkin, Facilitator of the conference will lead this session.
16.20 -16.30	<p>Closing remarks</p> <ul style="list-style-type: none">• Debbie Sorkin, National Director of Systems Leadership, the Leadership Centre (and conference facilitator)• Susan Robinson, Acting National Director, Healthwatch England