



**COMMUNITY HOSPITALS ASSOCIATION**

**Annual Conference  
2nd-4th June 2017  
*including* Innovations and Best Practice in  
Community Hospitals Awards 2016**

**Established as the leading event for Community Hospitals**



**Worsley Park – A Marriott Hotel & Country Club, Manchester**

***Change to Survive***

***Day 1 – Sustainability through transformation***

***Day 2 – Transformation through innovation  
and best practice***

***Day 3 – Transformation  
through partnerships***

**Book Early!**

# Change to Survive

Community hospitals and the systems around them are going through unprecedented upheaval. The NHS itself is experiencing pressures greater than any of us have ever experienced that are affecting not only its services but its very culture. It feels like an NHS **global climate change**. And at times it can feel very draughty. We will examine some of the nature of that climate change and how it affects community hospitals.

As Sustainability and Transformation Plans (STPs) swing into implementation, many areas are reviewing the affordability of their community hospitals. Sometimes the affordability means ‘can we save money’ rather than cost effectiveness. As a result, many areas face considerable changes with fewer beds and sometimes translation to community hubs rather than hospitals.

So, how does the CHA respond to all of this? Do we fight tooth and nail for every bed and service? Do we accept that every sector of the NHS must undergo transformation? How do we bring good sense and the views of local people to bear on STPs?

There are two choices in this kind of climate change weather. One is to hunker down and hope we can ride out the storm unchanged and unscarred. The other is to try to use the winds of change to drive the transformation we recognise is needed. Scary! Exhilarating! And uncertain.

We want to take a look at how we can **transform in the midst of NHS climate change**. We will present a variety of examples where great people have delivered change for the benefit of their patients, despite the chaos around them, in the Innovations and Best Practice Awards interactive presentations.

Can community hospitals be **sustainable in the future despite all this NHS climate change**? Well, we believe many can be and we will take a look at some of the work that goes on to ensure this, though it often engages us in considerable adjustment.

Finally, we will be working with you all to debate the future of the association and how that can be sustainable. We will get some papers out in advance of the conference and use the time at the event to dialogue and reach some decisions for the CHA’s future.

Don’t miss it!

**Dr Phil Moore Chair CHA**

## *Worsley Park – A Marriott Hotel & Country Club*

### **Manchester M28 2QT**

Worsley Park, A Marriott Hotel & Country Club is an award winning hotel located in the heart of the birthplace of the Industrial Revolution. Set amid 200 acres of stunning parkland on the former Duke of Bridgewater’s estate. The hotel boasts a wealth of Victorian features with its own 18 hole championship golf course, and leisure facilities including an indoor heated swimming pool. Situated just seven miles from the pulsating hub of central Manchester, and close to Manchester, Liverpool and Leeds airports plus major road and rail links. Complimentary on-site parking

### **Travel directions**

**BY ROAD – From the West:** Follow M62 Leeds, exit junction 12 onto M60, exit first junction marked 13 Worsley. At the end of the slip road take second exit off the roundabout onto A575 and the hotel entrance is approximately 400m on the left hand side.

**From the South:** M6 northbound, exit at second junction marked 21A signed M62 (Manchester) directions as above.

**From the North:** M6 southbound, exit at junction 21A, M62 and follow as above.

**From the East:** M62 becomes M60, exit at junction 13, take the 4th exit, at the next roundabout take the 3rd exit A575 and the hotel is approximately 400m on left hand side.

**Manchester International Airport:** Join the M56 motorway and travel north towards Cheadle. Follow signs for M60 (NW) to Bolton. Leave M60 at Junction 13, directions as above

### **Area Airports**

Manchester, Leeds, Liverpool

### **Train Station**

Manchester Piccadilly 7 miles

## *Who should attend?*

### **Representatives from**

- General Practitioners/Consultants
- Nurses/Allied Health Care Professionals
- Managers
- NHS Trusts/Community Health Services/ Local Health Boards
- Social Services
- Voluntary Organisations
- Independent Sector
- The Department of Health
- CICs
- Commissioners
- CCGs

For information on Sponsorship and exhibition opportunities please contact Barbara Moore: 01460 55951 [info@communityhospitals.org.uk](mailto:info@communityhospitals.org.uk)

## *Change to Survive*

<b>Friday 2nd June</b>		<b><i>Sustainability through transformation</i></b>
1030	Registration & Exhibition	
1200-1300	Buffet Lunch	All delegates
1300 (1)	<b>Welcome by Chair</b>	Dr Phil Moore, GP Surbiton Chair Mental Health Commissioners for NHSCC Network
1310 (2)	<b>Opening of Conference</b>	Roy Lilley, Author, Broadcaster
1340 (3)	<b>Keynote address</b>	TBC
1420 (4)	<b>Making the most of your hospital estate</b>	John Westwood, Director of Asset Management, NHS Property Services
1450	<b>Questions</b>	
1500	Tea and Exhibition	
1530 (5)	<b>Community Hospitals and Integration</b>	TBC
1610 (6)	<b>It's personal understanding patient Community Hospitals services</b>	Deborah Davidson, Senior Fellow HSMC, Birmingham University
1640 (7)	<b>A toolkit to develop care in wards in Community Hospitals</b>	Professor John Young, Professor of Elderly Medicine, Bradford Institute for Health Research Jessica Grantham, Project Manager NHS Benchmarking
1720	<b>Questions and summing up</b>	Phil Moore, GP Surbiton, Chair CHA
1730	<b>Annual General Meeting</b>	All delegates are welcome to attend
1930	Informal Dinner	

After Dinner Entertainment – Musical Youth

*Please Note ( ) Bracketed numbers relate to the Evaluation Form*

<b>Saturday 3rd June</b>		<b><i>Transformation through Innovation and Best Practice</i></b>
0830	Registration (day delegates) & Exhibition	
0850 (8)	<b>Introduction by Chair</b>	Liz Fenton, Nurse Professional Advisor Health Education England
0900 (9)	<b>Quality Care in Community Hospitals – it's personal</b>	Dr David Seamark, Associate Professor, University of Exeter Medical School
0930 (10)	<b>Community Hospitals as the hub of local population health systems – an exciting future without beds</b>	Dr John Howarth, Director of Service Development, Cumbria Partnership NHS Trust
1000 (11)	<b>Transforming Minor Injury Units</b>	Sarah Deo and Lee Iddles Matrons, Countrywide Minor Injuries and Illness Units, Gloucestershire
1030	Coffee and Exhibition	
1100	<b>Interactive Session</b>	
1330	Lunch & Exhibition	
1845	Pre-dinner drinks	
1915	Presentation of Awards	
2000	Annual Dinner	

After dinner entertainment

Disco

# Change to Survive

**Saturday 3rd June**

**Interactive Sessions 1100-1330**

Please choose **THREE** sessions (each session 45 minutes) and complete Registration Form

1 (12)

## **Innovations and Best Practice in Community Hospitals Overall Award Winner Improving the Care of the Deteriorating Patients in Community Hospitals**

The purpose of the project is to improve the recognition and escalation of deterioration in patients in Community Hospitals, so that they receive timely and appropriate treatment, to improve patient outcomes as well as prevent admission to acute trusts.

The CHA committee members were impressed by this excellent scheme to enable staff across the local NHS to be confident in identifying the deteriorating patient, take appropriate action, escalate where necessary and learn from experience.

Training materials are of a high quality, there was evidence of learning from incidents, reflective practice and improved clinical skills with ongoing support provided.

Action is tailored to the whole needs of the patient and looks at their physical and mental health needs as well as their preferences.

**Liz Berry**, Senior Nurse for Clinical Practice  
Somerset Community Hospitals

2 (13)

## **Innovations and Best Practice in Community Hospitals Award Winner Hospital Fete with a Difference – Health and Wellbeing Fair**

The purpose of the project was to bring together Community Hospital staff, volunteers and local agencies to hold an afternoon of fun activities, information and advice on health and wellbeing.

The CHA committee members were impressed by the vision of this event, which brought together staff, patients, volunteers, third sector agencies and local community groups. As a new hospital with no tradition of holding a fete this served as a way of promoting the hospital and sharing information about its services and facilities.

The event was well led and managed, with a clear purpose and there were benefits from the event, concerning relationships and networks.

Although some aspects of the event will have happened in other places, it was the extent of partnerships and the range of activities which distinguished this event.

**Linda Edwards**, Matron  
North Cotswolds Community Hospital

3 (14)

## **Innovations and Best Practice in Community Hospitals Award Winner Early Supported Discharge for Stroke and Acquired Brain Injury Countywide Service**

The project provides comprehensive, multidisciplinary assessment and rehabilitation to stroke and acquired brain injury patients in their own home and to expedite discharge from inpatient settings.

This is a community-based service with links to community hospitals and takes referrals from both acute and community hospitals and offers multidisciplinary rehabilitation to patients in their own home.

Staff are very motivated and enthusiastic about this new model of care, as they are witnessing the

benefits to patients and families. The core principle of the service is that patients are able to recover their independence best within their own home, with appropriate rehabilitation and support.

The service is a good example of partnership working, which is underpinned with good systems, processes, with clear measures of impact.

**Oonagh Michelmore**, Operational Manager,  
Stroke Services. Hospital ESD Stroke /ABI Hub,  
South Petherton Community Hospital

Please Note ( ) Bracketed numbers relate to the Evaluation Form

# Change to Survive

**Saturday 3rd June**

**Interactive Sessions 1100-1330**

Please choose **THREE** sessions (each session 45 minutes) and complete Registration Form

**4 (15) Innovations and Best Practice in Community Hospitals Award Winner  
Community Services – Friends of Blandford Community Hospital**

This project has been developed to provide voluntary transport and support to people in the local community which was launched in 1996 as ‘The Friends and practice Scheme’ when it initially included roles such as companionship, shopping and voluntary transport for medical appointments and the team consisted of approximately 10 volunteers.

The service has now developed and expanded due to increased health care appointments, reduced NHS transport and reduced public transport, especially to rural villages. Over 1000 clients are

now requesting the voluntary transport but also additional service are provided, including regular shopping trips and social outings.

The service is well planned and managed and The Friends employ four part-time staff to manage the transport scheme and other activities such as hospital volunteers, two shops and fund raising events.

**Lisa Deverell**, Community Services Co-ordinator,  
Friends of Blandford Community Hospital

**5 (16) Innovations and Best Practice in Community Hospitals Award Winner  
Introduction of Activities Co-ordinator**

The introduction of an Activity Co-ordinator into the wards at Chard and Crewkerne Community Hospitals was an exciting venture to increase the self-worth and fulfillment of patients as they rehabilitate to develop their stamina, cognition and overall well-being.

This is a highly person-centered initiative, appropriate for patients on the wards and addresses their wider needs, such as social

activities, special interests, activities of daily living and prepares them for discharge. Leadership is clear, enabling the Activities Co-ordinator to respond flexibly as possible to patients needs and preferences.

**Rebecca Miskin**, Matron  
Chard and Crewkerne Community Hospitals

**6 (17) Innovations and Best Practice in Community Hospitals Award Winner  
Friends of Crowborough Hospital – Social Day Service**

The NHS ran a social day centre, two days a week in Crowborough Community Hospital and planned for this to close in April 2013. The service was available to lonely and socially isolated people and, as it was such a valued service, the Friends looked for a way for it to continue.

After much research the Friends decided to run the service themselves.

The Friends have been very thorough in planning and managing the service, assessing all potential attendees to ensure their needs can be met and have a clear risk management process. The

Friends have enabled older people who are socially isolated or lonely to continue to attend the Social Day Service and benefits to attendees and carers are demonstrated.

The Friends have shown that, as volunteers, they are able to make a significant contribution to the wellbeing of the local community and that extensive partnership working is demonstrated.

**Chantal Wilson**, Chairman, Friends of  
Crowborough Community Hospital

**7 (18) Cellulitis – Red Alert for Lymphoedema**

Lymphoedema needs to be better understood. The differential diagnosis of cellulitis, superficial vein thrombosis and underlying venous insufficiency and/or Lymphoedema continues to cause uncertainty. This workshop will provide what you need to be more confident.

**Dr med Janet Massey**, and **Caroline Crosthwaite**, Lymphoedema Practitioner  
Lymphoedema Clinic, Ipswich Hospital

# Change to Survive

## Saturday 3rd June

## Interactive Sessions 1100-1330

Please choose **THREE** sessions (each session 45 minutes) and complete **Registration Form**

- |        |   |  |
|--------|---|--|
| 8 (19) | <p><b>Research – HSMC University of Birmingham</b><br/> <b><i>It's vital: exploring community engagement and value in community hospitals</i></b></p> <p>In this workshop, Nick and Angela will discuss findings from the University of Birmingham's three-year study of community hospitals, relating to community. They will work with participants to</p>  | <p>explore their own models of community engagement and value and what the implications of the research findings are for national policy and local practice.</p> <p><b>Angela Ellis Paine and Nick Le Mesurier</b>,<br/>         Research Fellows, University of Birmingham</p>  |
| 9 (20) | <p><b>Content &amp; sense checking of an interactive toolkit designed to optimise community hospital ward performance.</b></p> <p>In a large-scale study funded by the National Institute of Health Research, and strongly supported by the CHA, we have been investigating the factors which are the key determinants of community hospital ward efficiency.</p> <p>The final phase of our research is now under-way and will develop an interactive web-based toolkit that will allow local teams to understand the efficiency of their community hospital ward and support</p> | <p>operational changes to optimise performance. During the workshop, we will demonstrate the early version of the toolkit and use small group working for feedback and suggestions for modifications.</p> <p><b>Professor John Young</b>, Professor of Elderly Medicine, Bradford Institute for Health Research<br/> <b>Jessica Grantham</b>, Project Manager NHS Benchmarking</p> |

## Sunday 4th June

## Transformation through Partnerships

0830 Registration (day delegates) & Exhibition

0900 (21)	<b>Welcome by Chair</b>	Jan Marriott, Vice Chair CHA
0910 (22)	<b>With a little help from my FRIENDS</b>	Heather Penwarden, Chair, Honiton Hospital League of Friends
0935 (23)	<b>The role of the Friends – being creative</b>	Chantal Wilson, Chairman, Richard Hallett, Vice Chairman of the Friends of Crowborough Hospital
0955 (24)	<b>AHPs response to new models of care</b>	Jane Fifield, Clinical Specialist in Physiotherapy Charlotte Tucker, Physiotherapy Professional Lead, Gloucestershire Care Services NHS Trust

1035 Coffee and Exhibition

1105 (25)	<b>Transforming Care with integration and Personalization</b>	Caroline Holmes, Senior Commissioning Manager, Better Care fund
1145 (26)	<b>Sepsis and the deteriorating patient</b>	Liz Berry, Senior Nurse Clinical Practice and Acting Head of Clinical Risk, Somerset Partnership NHS Foundation Trust
1225	<b>Closing Remarks</b>	Dr Phil Moore, Chair CHA
END OF CONFERENCE		

### RESERVATIONS/BOOKING CONDITIONS

Please post/fax your completed registration form with cheque or invoice request/payment details to:  
**CHA, Bullen Bungalow, Trots Lane, Horton, Ilminster, Somerset TA19 9QU**  
 Tel: 01460 55951 Fax: 01460 53207  
 email: [info@communityhospitals.org.uk](mailto:info@communityhospitals.org.uk)

Reservations may be made by email/phone/fax – this is a contract. Payment must be received **BEFORE** the conference date. Attendees may be substituted at any time; details to be notified to the CHA.  
**Confirmation of booking will be made within 5 days. If this has not been received please contact us.**

# Community Hospitals Association Annual Conference

2nd-4th June 2017 • Worsley Park – A Marriott Hotel & Country Club, Manchester

## Registration Options

### A – Full conference delegate

This includes 2 nights stay at conference hotel and includes breakfast Saturday & Sunday, lunch Friday & Saturday, evening meal and after dinner entertainment Friday & Saturday. Full use of leisure facilities.

### B – Full conference delegate sharing with delegate

This includes 2 nights stay at conference hotel and includes breakfast Saturday & Sunday, lunch Friday & Saturday, evening meal and after dinner entertainment Friday & Saturday. Full use of leisure facilities. (rate per person)

### C/D – Full conference delegate sharing with non delegate (please complete both sections)

**C** – For the **delegate** this includes 2 nights stay at conference hotel and includes breakfast Saturday & Sunday, lunch Friday & Saturday, evening meal and after dinner entertainment Friday & Saturday. Full use of leisure facilities. **To be completed with Section D.**

**D** – For the **non delegate** this includes 1 or 2 nights stay at conference hotel and includes breakfast, evening meal and after dinner entertainment as appropriate. Full use of leisure facilities. **To be completed with Section C.**

### E – Day delegate

This includes attendance at conference on selected day(s) coffee on registration, refreshments throughout the day. Does not include evening meal. Full use of leisure facilities.

### F – Two day delegate

As A above, but for two days and one night only.

**Please complete section A, B, C, D or E below, plus section F if required**

**PLEASE USE ONE FORM PER DELEGATE**

**Please complete BOTH SIDES of this form**

## Interactive Sessions Saturday 3rd June 2017 Select THREE sessions from the list below

Delegate name

1. Overall Winner – improving the care of deteriorating patients  
**Liz Berry**
2. Hospital Fete with a difference  
**Linda Edwards**
3. Early Discharge Stroke & Acquired Brain Injury Service  
**Oonagh Michelmore**
4. Friends of Blandford Community Hospital  
**Lisa Deverall**
5. Activities Co-ordinator  
**Rebecca Miskin**
6. Social Day Service – Crowborough Friends  
**Chantelle Wilson and Richard Hallett**
7. Lymphoedema  
**Dr Janet Massey and Caroline Crosthwaite**
8. Exploring Community Engagement  
**Angela Ellis Paine and Nick Le Mesurier**
9. Benchmarking  
**Jessica Grantham and Professor John Young**

## Registration fees

Become a CHA member – individual rate £25

MEMBERS		NON MEMBERS	
BEFORE	AFTER	BEFORE	AFTER
22/4/2017	22/4/2017	22/4/2017	22/4/2017

<b>A</b> Full conference delegate (sole occupancy) 3 days 2 nights accommodation (per person)	£435	£465	£490	£520	£ <input type="text"/>
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<b>B</b> Full conference (2 delegates sharing) 3 days 2 nights accommodation (per person) Please use a separate form for each delegate.	£405	£435	£465	£495	£ <input type="text"/>
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Name of sharing delegate

<b>C</b> Full conference delegate (sharing with non delegate partner/spouse) 3 days 2 nights accommodation	£435	£465	£490	£520	£ <input type="text"/>
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**To be completed with Section D**

<b>D</b> Non delegate (sharing with delegate partner/spouse) 3 days 2 nights accommodation One night accommodation	£200 £105	£200 £105	£200 £105	£200 £105	£ <input type="text"/>
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Please indicate which night you wish to stay: Friday 2nd  Saturday 3rd

Name of sharing non delegate

payment for non delegate can be forwarded separately to the CHA Office

<b>E</b> Day Delegate (per day) Please indicate which day(s) you wish to attend: Friday 2nd <input type="checkbox"/> Saturday 3rd <input type="checkbox"/> Sunday 4th <input type="checkbox"/>	£100	£120	£110	£130	£ <input type="text"/>
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<b>F</b> 2 day delegate + 1 night accommodation Friday 2nd & Saturday 3rd <input type="checkbox"/> Saturday 3rd & Sunday 4th <input type="checkbox"/>	£335	£370	£390	£420	£ <input type="text"/>
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<b>G</b> Sunday Lunch is provided as part of the day delegate rate. For other delegates/non delegates (A, B, C, D) there is a charge of £25 per person for Sunday lunch. I wish to purchase lunch					£ <input type="text"/>
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# Community Hospitals Association Annual Conference

2nd-4th June 2017 • Worsley Park – A Marriott Hotel & Country Club, Manchester

**PLEASE USE A SEPARATE FORM FOR EACH DELEGATE**

Further forms may be downloaded at [www.communityhospitals.org.uk](http://www.communityhospitals.org.uk) or photocopied

**If you are not a CHA member but become a member now you WILL benefit from a reduced registration fee**

## DELEGATE REGISTRATION FORM

**Please complete BOTH SIDES of this form**

Please complete using **BLOCK CAPITALS**

Surname	<input type="text"/>	Title Dr	<input type="checkbox"/>	Mr	<input type="checkbox"/>	Mrs	<input type="checkbox"/>	Miss	<input type="checkbox"/>	Ms	<input type="checkbox"/>	
First name	<input type="text"/>	Job Title	<input type="text"/>									
Community Hospital/Organisation	<input type="text"/>											
<i>(the above details will appear on your badge)</i>												
Address	<input type="text"/>											
	<input type="text"/>										Postcode	<input type="text"/>
Email	<input type="text"/>					Tel no	<input type="text"/>					
CHA membership details	<input type="text"/>					Hospital/Individual/Organisation	<input type="text"/>					
Special dietary needs	<input type="text"/>											

## PAYMENT DETAILS

Payments can be made by BACS or Cheque – no VAT – NO CREDIT CARD FACILITIES

If paying by cheque please make cheques payable to: **Community Hospitals Association**

BACS details: Barclays Bank PLC

Account name: Community Hospitals Association: Sort code: 20-62-53 Account No: 73057348

Enter amount to be paid £  Tick if full payment is enclosed

**If an invoice is required, please complete the following:**

Purchase Order No	<input type="text"/>	Invoice to	<input type="text"/>		
Address	<input type="text"/>				
	<input type="text"/>				
Postcode	<input type="text"/>	Date	<input type="text"/>	Delegate signature	<input type="text"/>

**CANCELLATIONS MUST BE NOTIFIED TO THE CHA OFFICE BEFORE 10th April 2017**

**NO REFUNDS WILL BE MADE FOR CANCELLATIONS AFTER 20th April 2017**

**FULL PAYMENT MUST BE RECEIVED BEFORE 2nd June 2017**

Please post/fax your completed registration form to  
**CHA, Bullen Bungalow, Trots Lane, Horton, Ilminster, Somerset TA19 9QU**  
Tel: 01460 55951 Fax: 01460 53207 email: [info@communityhospitals.org.uk](mailto:info@communityhospitals.org.uk)

**CLOSING DATE 21st MAY 2017**