



Delivering better health services

Health Services Research Network and Service Delivery and Organisation (SDO) Network joint annual conference

Wednesday 2 and Thursday 3 June 2010
Manchester Central Convention Centre

Conference programme

Book now to attend the nation's premier conference for research into healthcare delivery



Hear from:

- **Sir Muir Gray**
Chief Knowledge Officer, NHS
- **James Buchan**
Queen Margaret University
- **Judith Smith**
Nuffield Trust
- **Jean-Louis Denis**
Université de Montréal
- **Tom Ricketts**
University of North Carolina
- **Martin Marshall**
The Health Foundation

Attend the nation's premier conference for research into healthcare delivery

Following on from the extremely successful 2009 joint conference and in celebration of HSRN's fifth anniversary, the SDO Network and Health Services Research Network (HSRN) are again joining forces to offer two days of presentations and discussions at the leading edge of evidence-informed healthcare.

The conference will bring together all those engaged in promoting high-quality healthcare through research and the use of research, ranging from health technology assessment, through service delivery and organisation, to healthcare policy analysis. Day one will feature invited presentations of current SDO-funded research and day two will present the leading research selected from the HSRN's call for abstracts.

9:20 Registration

10:00 Welcome and introduction

Kieran Walshe, Director, NIHR SDO Programme

10:10 Plenary session: Mobilising knowledge for better care

Chair: Huw Davies, Director of Knowledge Mobilisation and Capacity Building, NIHR SDO Programme

Jean-Louis Denis, Professor of Interdisciplinary Health Research Group, Université de Montréal

Sir Muir Gray, Chief Knowledge Officer, National Health Service

11:30 Tea and coffee

11:55 Parallel sessions

New ways of providing services

Towards new models of self-management education for minority ethnic groups: pilot randomised trial of a story-sharing intervention

Trisha Greenhalgh, University College London

Storylines of self-management: qualitative study of diabetes narratives in a multi-ethnic inner-city population

Trisha Greenhalgh, University College London

The organisation and delivery of diabetes services in the UK: a scoping exercise

Angus Forbes, King's College London

Workforce: morale and staff experience

Inpatient staff morale: a national investigation

Sonia Johnson, University College London

A quest for organisational culture change: negotiating the whirlpools and sinking sands

Kathryn Charles, University of Aberdeen

Healthcare assistants in wards for people with dementia: insights from participant observation

Justine Schneider, University of Nottingham

Networks and partnerships

Networks in healthcare: what can they deliver?

Louise Fitzgerald, University of Manchester

Partnership working in public health: findings from a qualitative research study

Neil Perkins, Durham University

Professional and clinical networks: what factors promote effectiveness?

Rod Sheaff, University of Plymouth

Governance and incentives

Policy diversity, organisational conformity

Stephen Peckham and Marie Sanderson, London School of Hygiene and Tropical Medicine

The impact of governance structures and incentive arrangements on commissioning for health and well being

Linda Marks, University of Durham

The impact of governance and incentives on unplanned hospital admissions: patient and professional perspectives

Catherine Henderson, London School of Economics

Exploring models of change agency

The nine NIHR CLAHRCs (Collaborations for Leadership in Applied Health Research and Care) were set up in October 2008 to develop partnerships between universities and their surrounding NHS organisations to encourage the implementation of applied health research in the NHS.

This session will feature presentations from several CLAHRCs from around the country about the work they are doing locally to explore different models of change agency in getting research into practice.

13:15 Lunch, poster viewing and exhibition 

14:15 Parallel sessions

New ways of providing services

Self care and case management: managing caseloads and workflows

David Challis, University of Manchester

Developing intermediate care clinics for diabetes: healthcare professionals' views

Ainsley Hardy, University of Leicester

Service models for promoting continuity of care for people with long-term neurological conditions

Fiona Aspinall, University of York

Workforce: roles and contributions

The impact of changing workforce patterns in emergency and urgent out of hours care on patient experience, staff practice and health system performance

Valerie Lattimer, University of Southampton

Development and impact of assistant practitioners supporting the work of ward-based registered nurses in Acute NHS Trusts in England

Karen Spilsbury, University of York

Evaluating the healthcare assistant role in acute trusts

Ian Kessler, University of Oxford

Networks and partnerships

Comparative evaluation of children's services networks

Leroy White, University of Bristol

Integration of social care staff within community mental health teams

Sherrill Evans, Swansea University

A pilot electronic multi-agency information-sharing system for mentally disordered offenders

Jane Senior, University of Manchester

The experience of patients and carers

Patients, professionals and the internet: renegotiating the healthcare encounter

Angus Laing, Loughborough University

Dementia: transitions and trajectories

Jill Manthorpe/Kritika Samsi, University of London

Evaluating self-care support for children and young people with long-term conditions

Susan Kirk, University of Manchester

Co-design in research and practice

The nine NIHR CLAHRCs (Collaborations for Leadership in Applied Health Research and Care) were set up in October 2008 to develop partnerships between universities and their surrounding NHS organisations to encourage the implementation of applied health research in the NHS.

This session will feature presentations from several CLAHRCs from around the country showing how they are exploring co-design in research and service delivery.

15:35 Networking and exhibition, including poster display 

15:55 Plenary session: Planning successful workforce strategies

Chair: Bonnie Sibbald, Professor of Health Services Research, University of Manchester

James Buchan, Professor of Health Sciences, Queen Margaret University

17:15 Close

Kieran Walshe, Director, NIHR SDO Programme

17.30 Evening sessions

Health service fellowships and awards: opportunities and experiences

The Health Foundation, the SDO Management Fellowship scheme, and the Harkness fellowship programme

The application process for the HSR and SDO programmes: a learning workshop

NETSCC

Service redesign: evidence synthesis on models of quality improvement

SDO Network

The NHS Quality and Productivity Challenge: making the most of what we have

National Institute for Health and Clinical Excellence

18:30 Networking reception sponsored by the Health Foundation



20:00 Close

8:15–9:15 Breakfast sessions

The complications of researching complex interventions

Jonathan Benn, Centre for Patient Safety & Service Quality, Imperial College, London

User-centred design

Simon Bowen, Sheffield Hallam University; Daniel Wolstenholme, Sheffield Teaching Hospitals NHS Foundation Trust

Organisational narratives

Trisha Greenhalgh, University College London

The role of modelling and simulation for cash saving in the NHS

MASHnet



9:30 Welcome and introduction

Charles Wolfe, Chair, Health Services Research Network

9:35 Plenary session: Integrating care

Chair: Mike Cooke, CEO of Nottinghamshire Healthcare NHS Foundation Trust

Tom Ricketts, Professor of Health Policy and Management, University of North Carolina

Judith Smith, Head of Policy, Nuffield Trust

10:55 Networking and exhibition, including poster display

11:20 Parallel sessions

Supporting organisational learning

Policy and practice in the investigation of clinical adverse events

Davide Nicolini, Warwick Business School

Evaluation of engaging clinicians in improving quality

Bryony Soper, Brunel University

Evaluation of Schwarz Center Rounds® to support staff to deliver compassionate care

Joanna Goodrich, The King's Fund

Assessing innovative technologies to reduce Healthcare Associated Infections

Yiannis Kyratsis, Imperial College London

Considering patients' experiences

Evidem End of Life: recognising and supporting end of life care for people with dementia living in care homes

Claire Goodman, University of Hertfordshire

Views and experiences of end of life care of older people living in care homes

Elsbeth Mathie, University of Hertfordshire

Do changes to the emergency and urgent care system affect patient experiences and views?

Emma Knowles, University of Sheffield

Points of Crises: The complexities of acute physical illness amongst older people with mental health difficulties

Fiona Jurgens, University of Nottingham

Evaluating health service policies

Has the Spearhead initiative reduced health inequalities?

Artak Khachatryan, The King's Fund

Impact of patient choice in four local health economies in England

Ruth Robertson, The King's Fund

Impact of the QOF on the quality of incentivised and non-incentivised aspects of primary care

Evangelos Kontopantelis, University of Manchester

Economic evaluation of public and patient involvement

Elena Pizzo, Imperial College London

Innovating healthcare delivery

Transition from child to adult diabetes services: what works, for whom and in what circumstances?

Davina Allen, Cardiff University

Harnessing the potential of European integration: developing extended primary care

Geoffrey Meads, University of Winchester

For better or worse: the modernisation of older people's services

Suzanne Robinson, University of Birmingham

Delivering care to older people with multiple chronic conditions

Marina Lupari, Northern Health and Social Care Trust

12:35 Lunch and exhibition, including poster display 

HSRN AGM at 13:00

13:35 Parallel sessions

**Challenging performance data
HES quality and its effect
on death rates following
repair of abdominal
aortic aneurysm**

*Peter Holt, St George's,
University of London*

**Incorporating primary
care patient experience
in pay-for-performance
schemes**

*Josephine Barbieri, University
of Cambridge*

**Effect of admissions
policies on hospital
standardised mortality
ratios**

*Jon Nicholl, University
of Sheffield*

**Impact of performance
data on provider
behaviour and outcomes
in acute healthcare**

*Anna Renz, Imperial College
London*

**Stimulating self care
Identifying the barriers to
and facilitators of self care
in mental health services**

*Steve Gillard, St George's,
University of London*

**Promoting self
management support for
people with long term
conditions**

*Sarah Annesley, University
of Stirling*

**UK Clinicians' motivation
to support self
management for patients
with long term conditions**

*Louise Wallace, Coventry
University*

**Addressing social
ecological conditions
linked to teenage
conceptions**

*Katie Newby, Coventry
University*

**Improving clinical
practice**

**Economic evaluation of
adult hearing screening
policies**

*Anna Morris, University of
Southampton*

**Cost-effectiveness of
different screening
strategies for gestational
diabetes mellitus**

Jeff Round, University of Leeds

**Impact of clinical
guidance on timing
of elective Caesarean
sections**

*Ipek GuroI-Urganci, London
School of Hygiene and
Tropical Medicine*

**Safety tools for escalation
of care for the acutely
ill patient**

*Nicola Mackintosh, King's
College London*

**Appraising
commissioning
Resource allocation
and practice-based
commissioning:**

**modelling the mental
health needs**

*Sheena Asthana, University
of Plymouth*

**Have PCTs changed the
way they commission?**

*Fiona Sampson, University
of Sheffield*

**Building World Class
Commissioning: what
role can external
organisations play?**

Chris Naylor, The King's Fund

**Impact of policy
differences on the
performance of health
services in different parts
of the UK**

*Nick Mays, London School
of Hygiene and Tropical
Medicine*

14:55 Tea and coffee 

15:15 Plenary session: The influence and impact of health services research

Chair: Nigel Edwards, Director of Policy, NHS Confederation

Martin Marshall, Clinical Director and Director of R&D, The Health Foundation

Kathy Doran, Chief Executive, NHS Wirral

16:35 Prizes and close

Charles Wolfe, Chair, Health Services Research Network

16:45 Close

Booking information

When and where?

Wednesday 2 and Thursday 3 June 2010, Manchester Central Convention Centre

Cost?

£129 plus VAT for both days

£89 plus VAT for one day

Book online in 5 easy steps

- Go to: **www.nhsconfed.org/HSRNandSDOconference**.
- Click the **book online now** link at the top of the page.
- Enter your email address and password.
- If you don't know your password, but have used the website before, use the **password reminder facility**.
- If you haven't used our website before, click the **please register** link.

If you encounter any problems, please contact our event services team on **0844 800 5987**.

Book online now: www.nhsconfed.org/HSRNandSDOconference

Join the Service Delivery Organisation (SDO) Network

The SDO Network supports NHS managers to use research to improve and develop the services they manage.

- The Network offers a range of services customised to the needs of senior, middle and new NHS managers.
- Members services include: events which bring together the latest learning from research and the experiences of front line NHS managers; action learning sets; chief executives forum; academic fellowship placements; and support in conducting and sourcing the latest research.
- Membership is free, join the SDO Network today!

The Network is funded by the National Institute for Health Research (NIHR) SDO programme

Visit: **www.nhsconfed.org/SDONetwork** or contact: **sdonetwork@nhsconfed.org**

Join the Health Services Research Network (HSRN)

HSRN aims to connect all universities, commercial and professional organisations, charities and NHS bodies with an interest in health services research. It works to:

- promote and support the use of research
- enhance the voice of health services research in the UK
- provide a forum for researchers, NHS managers and policymakers.

For more information and an application form visit **www.nhsconfed.org/HSRN** or write to **stephan.groombridge@nhsconfed.org**