Improving hospital flow for urgent care

Date: Friday 27 May
RCEM accredited for CPD

09:40 - 10:00	Join the virtual meeting space
10:00 - 10:10	**Welcome and introduction** Stevan Bruijns, Yeovil District Hospital NHS Foundation Trust

Session 1: Hospital flow: SitRep and perspectives

10:10 - 10:25	**The ED CSL** Nida Suri, West Hertfordshire Hospitals NHS Trust
10:25 - 10:40	**The hospital MD/CEO** Magnus Harrison, University Hospitals of Derby and Burton NHS Foundation Trust)
10:40 - 10:55	**The hospital COO** Rachael de Caux, Royal Berkshire NHS Foundation Trust
10:55 - 11:10	**Panel and audience questions**
11:10 - 11:30	Break

Session 2: System safety, quality and performance

11:30 - 11:45	**Urgent care system performance standards** Leilah Dare, North Bristol NHS Trust
11:45 - 12:00	**System-based inspections** Prem Premachandran, CQC/Frimley Health NHS Foundation Trust
12:00 - 12:15	**Patient FIRST** Prem Premachandran Philippa Styles, National Head of Urgent and Emergency Care at Care Quality Commission

12:15 - 12:30	**Panel and audience questions**
12:30 - 13:15	Lunch

Session 3: Enablers of hospital flow

13:15 - 13:30	**Site management** Phil Wilson, Birmingham Women's and Children's NHS Foundation Trust
13:30 - 13:45	**Specialty engagement** Louella Vaughan, Acute Physician and clinical academic, Nuffield Trust
13:45 - 14:00	**Multi-stream SDEC** Nick Roper, Clinical Director, North Tees and Hartlepool NHS Foundation Trust
14:00 - 14:15	**Panel and audience questions**
14:15 - 14:35	Break

Session 4: Design for better hospital flow

14:35 - 15:05	**Design thinking, empathy mapping and change theory** Ed Verity, Co-Founder, Vidal-Verity
15:05 - 15:20	**Change in action** Caroline Boulind, Royal Surrey NHS Foundation Trust
15:20 - 15:35	**Panel and audience questions**

Session 5: In the meantime: Thinking pragmatically about capacity

15:35 - 15:55	**In the meantime: Thinking pragmatically about capacity** Simon Horne, University Hospitals Plymouth NHS Trust
15:55 - 16:00	**Closing remarks** Stevan Bruijns

Programme timings and content subject to change.