NHSScotland Event 2017
20-21 June 2017
Scottish Event Campus, Glasgow

WORKING DIFFERENTLY ACROSS BOUNDARIES: TRANSFORMING HEALTH AND SOCIAL CARE
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OUR 2020 VISION FOR HEALTH AND SOCIAL CARE IS THAT BY THE YEAR 2020, EVERYONE IS ABLE TO LIVE LONGER, HEALTHIER LIVES AT HOME, OR IN A HOMELY SETTING.

Keep up with what's happening at the NHSScotland Event 2017 @NHSScotlandEvnt #nhsscot17
Dear Colleagues,

I am very pleased to welcome you to our twelfth annual NHSScotland Event.

The NHSScotland Event has become the major occasion where we can come together from across health and social care to share, challenge and celebrate our commitment to ensuring that Scotland continues to have high quality services to support our health and wellbeing. The NHSScotland Event reminds us of what is unique and should be cherished in our services while giving us the chance to consider together what needs to be done to ensure our services remain fit for a 21st century Scotland.

This year’s theme of Working Differently Across Boundaries: Transforming Health and Social Care builds on last year’s theme of leading change. Since our last Event, we published the Health and Social Care Delivery Plan in December last year, which sets out our shared framework for delivering on our 2020 Vision for Health and Social Care. The Delivery Plan presents the actions that need to be taken forward – by national and local government, by health services and others across the public and third sector and beyond – to increase the pace of improvement and focus all our efforts on what is needed for better care, better health and better value in our services.

By focusing on working across boundaries, the NHSScotland Event 2017 will highlight the critical role of partnership working in delivering this ambition. That spirit of partnership has long been embedded in our health services, and we need to ensure that it is the foundation to all services that can affect the health and wellbeing of the people of Scotland. The Event will give us the chance to discuss how we can take forward our commitment to working together. Through the programme of sessions and presentations, we can learn from other areas and disciplines as well as from ourselves.

This year’s theme also highlights the essential role of people in driving and managing change. Structures and strategies are important, but it is individuals who will see the opportunities for improvement, and who will be able to reach across the boundaries to cooperate in new ways of working. The workforce is critical in this, and is why we committed to publishing the National Health and Social Care Workforce Plan. It is also the bedrock of the approach to Realistic Medicine and the relationship between health professionals and patients and the wider public that has been championed by the Chief Medical Officer.

We know that change is inevitable – our health and social care services have constantly evolved to meet new patterns of care, demand and opportunities arising from new treatments and technologies. The challenge we all face is to make sure that everyone can receive the right help, at the right time and in the right way, not just now, but in the years to come as our society continues to change. That will require a shift in our approach to health and how the services that support health are delivered, one rooted in an attitude which embraces improvement.

There are no simple answers to these existing challenges, and no easy ways to take advantage of the new opportunities – which is what makes the NHSScotland Event so important. I invite you to take part, bringing your own experience and learning from others. But above all, I thank you for coming and hope it is a valuable experience.

Shona Robison MSP, Cabinet Secretary for Health and Sport
WELCOME

I would like to extend a very warm welcome to the NHSScotland Event 2017.

The theme of this year’s Event is Working Differently Across Boundaries: Transforming Health and Social Care. This reflects the importance we all attach to working together across professional, organisational and geographical boundaries to achieve better outcomes for the people of Scotland.

People are living longer, healthier lives. But we know that demand for services is also growing. Working together, with a clear focus on people, is essential – and there are already some great examples of working effectively across boundaries, which are being shared at this Event.

I have seen some of these examples at first hand and I am always impressed by the outstanding dedication and innovation of the NHSScotland workforce and colleagues in our partner organisations. I am very grateful for your ongoing focus on improving quality of care for patients.

This Event gives us the opportunity to celebrate our achievements but also learn from each other. I hope you are able to engage with colleagues and contribute to discussions. I know you will keep an open mind, and bring with you a willingness to challenge and be challenged. Please take the opportunity to bring your learning back to your workplace and share it with colleagues. Our ability to communicate effectively with partners and to work in new and innovative ways to deliver care across boundaries will be essential as we continue to drive transformational change in health and social care.

Thank you for coming and I hope you enjoy the Event.

Paul Gray, Director-General Health and Social Care and Chief Executive, NHSScotland
The NHSScotland Event is the leading health event in Scotland. In its twelfth year, the Event continues to be the ‘premier meeting place’ for those committed to providing sustainable high quality health and social care services for the people of Scotland. Every year, the Event provides the opportunity for those working in and with the NHS in Scotland to come together to consider the challenges, to share best practice and the most innovative approaches to delivering the highest quality of care, and to take away tools and techniques that will support them in their various roles. This year is no different. With the theme ‘Working Differently Across Boundaries: Transforming Health and Social Care’ the NHSScotland Event 2017 will focus on the ambitious transformation we have embarked on in Scotland.

Through our 2020 Vision for Health and Social Care, we have set a vision for a healthier Scotland where everyone can live longer, healthier lives at home or in a homely setting – where we have a health and social care system that is integrated, focuses on prevention, anticipation and supported self-management, and on providing the highest standards of quality and safety, whatever the setting, with people at the centre of all decisions. We have made good progress. People in Scotland are already living longer, healthier lives as a result of better standards of living and improvements in our health and social care services. We have seen significant advances in patient safety and quality, and satisfaction with services is high.

But health and social care services in Scotland are changing and must continue to evolve. Demand continues to rise, and so do expectations. There is widespread agreement that further transformational change is needed in order to deliver safe, affordable and sustainable services in the future.

This year’s Event will consider what transformational change work is already underway and working well and will explore how working in different ways, in new teams and across boundaries can ensure we achieve the aims of better care, better health and better value at pace.

WIN WITH THE EVENT FORTUNE CARD CHALLENGE

Take part in our Event Fortune Card challenge and have your card stamped by a selection of our exhibitors to stand a chance of winning an iPad Mini 4. Please note that each exhibitor has their own individual stamp. Only cards stamped correctly will be entered for the prize draw. You’ll find the Event Fortune Card inside your delegate bag.

Keep up with what’s happening at the NHSScotland Event 2017 @NHSScotlandEvnt #nhsscot17
PLENARY SESSIONS
Four plenary sessions are scheduled to take place over the two days with a range of inspiring speakers, including Jonny Benjamin MBE who will share his incredible journey through mental illness, and will explain how a chance encounter with a stranger saved his life. His work as a mental health campaigner in the years since have helped Jonny to highlight the need for patients’ experiences to be heard and understood within health and social care.

The NHSScotland Event is also delighted to welcome back Professor Eddie Obeng, Business Theorist, Educator, Author and Director of Learning at the Pentacle – The Virtual Business School. Eddie will explore new ways of effective working across physical and organisational boundaries in our fast changing world. Using real life examples, Eddie will explain how to build strong relationships across boundaries and learn to work in new and unfamiliar ways. More information about the speakers can be found on pages 10 to 15.

PARALLEL SESSIONS
Fourteen parallel sessions are scheduled for Day One and will be repeated on Day Two. The sessions have been designed around the theme of the Event and will draw on the very real examples of excellent practice across NHSScotland and its partners. The parallel sessions will be interactive and thought-provoking, and delegates will be encouraged to participate in a range of exercises and discussions. Please be prepared to get involved, contribute your views and provide feedback in the sessions you attend. See pages 16 to 22 for more details.

SPOTLIGHT SESSIONS
Each spotlight session will feature four 15 minute presentations from a wide range of organisations all looking to share their perspective on working differently across boundaries. The spotlight sessions will run concurrently with each of the parallel session blocks in both the morning and afternoon on both days.

POSTERS
Over 230 posters will be on display in the exhibition hall having been selected through a shortlisting process to represent the very best examples of quality improvement in each of the poster categories – person-centred, safe, effective, infrastructure, health of the population, value and sustainability and integrated care.

This year’s Facilitated Poster Presentations will once again take place during both days of the Event and will offer more choice for delegates looking to find out about the work being showcased and meet the poster authors.

EXHIBITION
This year’s Exhibition will add real value to your time at the Event. Over 70 exhibitors will be showcasing their services and products to help inform and support your work. There will be a number of feature zones in the exhibition hall including the NHS Zone and the Clinical Skills Managed Education Network - Mobile Skills Unit.

Make sure to take time to visit the Scottish National Blood Transfusion Service Unit and sign up to give blood. All our exhibitors are excited to meet with you and add to your learning experience.
# PROGRAMME OVERVIEW

**DAY ONE – TUESDAY 20 JUNE**

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<tr>
<th>TIME</th>
<th>ACTIVITY</th>
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<td>08:45 – 09:20</td>
<td>Registration and Refreshments</td>
<td>Hall 4</td>
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<td>09:30 – 10:30</td>
<td><strong>Plenary Session 1</strong></td>
<td>Clyde Auditorium</td>
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<td>10:30 – 11:20</td>
<td>Refreshments, Poster Viewing, Exhibition and Networking</td>
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<td>A:1 Overcoming Boundaries – Putting Patients at the Centre of Primary and Community Care</td>
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<td>A:2 Lessons Learned from Ebola – Working Effectively Across Organisations</td>
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<td>A:3 Compassionate Communities – Making Death, Dying and Bereavement Everyone’s Business</td>
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<td>A:4 Ask...Listen...Do... How the ‘What Matters to You?’ Approach Can Support Meaningful Change</td>
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<td>A:5 Weight Matters – A Collaborative Approach to Shape Scotland’s Diet and Obesity Strategy</td>
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<td>A:6 Empowering Our Workforce – People Make Change Happen</td>
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<td>A:7 Inspire, Innovate, Improve – Supporting Transformational Change in our Health Service</td>
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<td><strong>S: 1 Spotlight Sessions: Four Topical 15 minute presentations</strong></td>
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<td><strong>P:1 Facilitated Poster Presentation – Effective</strong></td>
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<td><strong>P:3 Facilitated Poster Presentation – Integrated Care</strong></td>
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## PROGRAMME OVERVIEW
### DAY TWO – WEDNESDAY 21 JUNE

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<td>Poster Awards Ceremony</td>
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PLENARY SESSIONS

DAY ONE – TUESDAY 20 JUNE

PLENARY 1
09:30 – 10:30
Room: Clyde Auditorium

Welcome and Introduction
Paul Gray, Director-General Health and Social Care and Chief Executive, NHSScotland will welcome delegates to this year’s NHSScotland Event.

The Journey to Hope and Recovery
Jonny Benjamin MBE will detail his journey through mental illness, from childhood to present, and the chance encounter with stranger Neil Laybourn who talked him out of jumping off a bridge in central London. It was Neil’s empathy, kindness and compassion that stopped Jonny from taking his life and ultimately started him on his road to recovery. In this session, Jonny and Neil will share how they met again six years later and the work they do as mental health campaigners to highlight the need for hope within the health and social care setting and for patients’ experiences to be heard and understood.

PLENARY 2
15:30 – 16:30
Room: Clyde Auditorium

Address from the Cabinet Secretary for Health and Sport
The Cabinet Secretary for Health and Sport will talk about her vision for the future of health and social care in Scotland. This part of the session will also feature reflections from members of the public including school children, young adults and older people who will share their own thoughts on NHSScotland from the past and present and how they imagine it to look in the future.

Christine McLaughlin, Director for Health Finance, Scottish Government will offer some reflections and introduce the final plenary speakers.

Racing Towards Safety
Motorsport Doctor, Ben Shippey and Motorsport Safety Specialist, Sue Sanders will explain how different teams work together with NHSScotland and other emergency services to deliver safe motorsport in Scotland and how this learning can be shared across health and social care.
DAY TWO – WEDNESDAY 21 JUNE

PLENARY 3
09:30 – 10:30
Room: Clyde Auditorium

Welcome and Introduction
Shirley Rogers, Director of Health Workforce and Strategic Change will offer some reflections and introduce Professor Eddie Obeng.

Discover New Ways to Work Across Physical and Organisational Boundaries
The world continues to change and with it the provision of health and social care. As a result, there is a real and urgent need to discover and master new ways to work across physical and organisational boundaries. Using examples taken from client projects and his own working life, Eddie will explain how to build strong trusting relationships across boundaries, how to develop innovation together and how to give yourself permission to work in new, unfamiliar ways. The session will also explore new methods for aligning people to collaborate and how to use the right digital solutions to enable the transformation.

PLENARY 4
15:00 – 16:00
Room: Clyde Auditorium

Poster Awards
The winners of the poster awards across all categories will be invited to the stage to receive their trophies.

Co-production: Are We Just Pretending?
In this session, Professor Jason Leitch, National Clinical Director, Healthcare Quality and Improvement, Scottish Government, and Pam Duncan-Glancy, Disability Equality and Human Rights Consultant will explore and reflect on our approach to engagement, co-design and shared decision-making with the people of Scotland.

This session will conclude with some reflections from Paul Gray, Director-General Health and Social Care and Chief Executive, NHSScotland, as he brings the Event to a close.
PLENARY SPEAKERS

PENNIE TAYLOR, EVENT CHAIR
Journalist and broadcaster Pennie Taylor is a leading commentator on health and social care in Scotland. A communications specialist, she has served on the newsdesks of national newspapers and was BBC Scotland’s first Health Correspondent, working across news and current affairs for television and radio.

Pennie also spent two years as Head of Communications for the then Lothian University Hospitals NHS Trust, which gives her an informed perspective from which to stimulate discussion and debate. These days, Pennie is a sought-after conference chair, and a regular contributor to radio and television programmes. She continues to write about the health and care issues that affect us all, and recently won the 2016 Scottish Magazine Award for Consumer Magazine Feature Writer of the year.

SHONA ROBISON MSP, CABINET SECRETARY FOR HEALTH AND SPORT
Shona Robison was born in Redcar in 1966. Educated at Alva Academy, she went on to graduate from Glasgow University with a Social Sciences MA and Jordanhill College with a Postgraduate Certificate in Community Education. Previously she worked for Glasgow City Council’s Social Work Department.

She was MSP for the North East from 1999-2003 and elected MSP for Dundee East in 2003. Latterly she was Shadow Minster for Health and Social Justice and a member of the Parliament’s Health Committee before being appointed Minister for Public Health in the Scottish Government formed after the May 2007 election.

She was re-elected at the 5 May 2011 election and appointed as Minister for Commonwealth Games & Sport. She became Cabinet Secretary for Health, Wellbeing & Sport in November 2014.

She was re-elected at the 5 May 2016 election and was subsequently appointed as Cabinet Secretary for Health and Sport.
Paul Gray, Director-General Health and Social Care and Chief Executive, NHSScotland

Paul Gray was appointed Director-General for Health and Social Care and Chief Executive, NHSScotland in December 2013.

Paul was previously the Scottish Government’s Director-General Governance and Communities (appointed in December 2010) and prior to that Director-General Environment (appointed on 20 July 2009) and then Director-General Rural Affairs, Environment and Services.

Up to July 2009, Paul was the Scottish Government’s Director of Change and Corporate Services, with responsibility for: senior staff development and deployment; human resources; information systems and services; accommodation and estates services; corporate learning; employee engagement; and the Scottish Government’s business improvement and change programmes.

Before that, he was Director of Primary and Community Care – having joined Health in October 2005. His responsibilities included Primary Care, Community Care, Care of Older People, Adults at Risk, Dental Services, Pharmaceutical services and General Medical Services. He held the role of Director of eHealth simultaneously. Prior to that he was the Director for Social Justice, covering Social Inclusion, Equalities and Voluntary Issues, from October 2003, and before that, he was the Scottish Executive Director of Information and Communications Technology. His career has covered such diverse areas as Criminal Injuries Compensation, fisheries quota management and licensing, and work with Her Majesty’s Inspectorate of Education.

Christine McLaughlin, Director for Health Finance, Scottish Government

Christine McLaughlin is Director for Health Finance within the Scottish Government. The role includes responsibility for financial management and delivery of financial targets for the £12bn Health and Sport portfolio. Christine chairs the Integrated Resources Advisory Group which has overseen the development of financial guidance for Health and Social Care Partnerships.

Prior to this role, Christine spent 12 years working within NHSScotland, including positions in NHS Greater Glasgow and Clyde and NHS National Services Scotland. In between NHS roles, Christine worked for six years as a management consultant, specialising in back office transformation, including implementing financial shared services and cost improvement programmes across the UK public sector.

Christine is a member and past Chair of the Chartered Institute of Public Finance and Accountancy (CIPFA) and an active member of the Healthcare Financial Management Association.
SHIRLEY ROGERS, DIRECTOR OF HEALTH WORKFORCE AND STRATEGIC CHANGE, SCOTTISH GOVERNMENT

In May 2012 Shirley Rogers was appointed to the Scottish Government where she is Director of Health Workforce and Strategic Change. She has responsibility for a number of areas including Workforce, Transformational Change and Strategy, sustainability, pay, terms and conditions of service, pensions, workforce planning, reshaping medical careers and the sponsorship of NHS Education for Scotland.

Shirley led the development and implementation of Everyone Matters, the 2020 Workforce Vision for NHSScotland and is currently leading on Board governance and the Health elements of Public Service Reform.

Shirley graduated with an Honours Degree from Newcastle University in 1986, she began her career working in Central Government in London and from there moved to the private sector and the Police Service before joining NHSScotland in 1996.

Shirley also holds a Master’s Degree in Human Resource Management and is a Fellow of the Chartered Institute of Personnel and Development.

PROFESSOR JASON LEITCH, NATIONAL CLINICAL DIRECTOR, HEALTHCARE QUALITY AND IMPROVEMENT, SCOTTISH GOVERNMENT

Jason Leitch has worked for the Scottish Government since 2007 and in January 2015 was appointed as The National Clinical Director in the Health and Social Care Directorate. He is a Scottish Government Director and a member of the Health and Social Care Management Board.

He is an Honorary Professor at the University of Dundee and was the 2011 UK Clinician of the Year.

Jason was a 2005-06 Quality Improvement Fellow at the Institute for Healthcare Improvement (IHI), in Boston, sponsored by the Health Foundation – and is currently a Senior Fellow at the IHI.

Jason is also a trustee of the UK wing of the Indian Rural Evangelical Fellowship which runs orphanages in southeast India.

He has a doctorate from the University of Glasgow, an MPH from Harvard and is a fellow of the Royal College of Surgeons of England, the Royal College of Physicians and Surgeons of Glasgow and the Royal College of Surgeons of Edinburgh. He is also a Fellow of the Higher Education Academy.

Jason was appointed to NHS England review group led by Don Berwick looking into the patient safety elements of the Francis Inquiry.
JONNY BENJAMIN MBE, MENTAL HEALTH CAMPAIGNER

Jonny Benjamin MBE is an award-winning mental health campaigner, film producer, public speaker, writer and vlogger. At the age of 20 he was diagnosed with schizoaffective disorder, a combination of schizophrenia and bipolar, and later began making films on YouTube about the condition that have been watched by hundreds of thousands of people.

Jonny now speaks publicly about living with mental illness and has written articles and given various interviews on TV, radio and in print around the world to help educate and break stigma. He has also produced and presented documentaries on BBC Three and Channel 4 on the subjects of mental health and suicide.

His 2014 social media campaign with Rethink Mental Illness to #findMike, the man who talked him out of jumping off a bridge when he was suicidal, went viral and led to Jonny becoming a prominent spokesperson on the subject of suicide. He has recently been campaigning to get mental health onto the curriculum in schools and has launched a mental health workshop, ThinkWell, which is now being introduced into secondary schools across England, Wales and Northern Ireland.

NEIL LAYBOURN, FITNESS COACH AND PERSONAL TRAINER

Neil Laybourn has been a fitness coach and personal trainer since 2007, passionately working to improve the lives and wellbeing of his clients. Neil was part of the globally reaching digital campaign #findmike in 2014, coming forward as the passerby who intervened during a suicide attempt by Jonny Benjamin, six years previously during 2008.

After the two men were reunited for the first time in six years by the power of social media, and deeply affected by his experience, Neil has gone on to join the charity Rethink Mental Illness as an ambassador, helping to raise awareness around suicide and de-stigmatisation of the perception of mental health through media coverage, corporate speaking events and collaborative ventures highlighting the link between physical health and improved mental health.
BEN SHIPPEY, DIRECTOR, DUNDEE INSTITUTE FOR HEALTHCARE SIMULATION

Ben Shippey's father was marshalling at Silverstone when his mother went into labour. Ben has been involved in motorsport ever since. He worked in the scoreboard at Silverstone before the age of ten, and attended motorsports events all over the UK throughout his teens, both as a marshall and spectator. He drove a go-kart at the age of eight, a tractor at the age of twelve and had his first car crash at the tender age of eighteen.

He did his house jobs in Northampton, where he joined the medical team at Silverstone, and has been a member of the British Grand Prix Medical team since 2000, only missing one year when he drove a vintage Jaguar to Le Mans. He is Chief Medical Officer for a number of events around Scotland, including the Mull Rally, and has recently been appointed Chief Medical Officer for the DayInsure Wales Rally of Great Britain.

Having trained in anaesthesia and intensive care medicine in South East Scotland, his day job is now directing the Dundee Institute of Healthcare Simulation, where his interest is in whole-team simulation for non-technical skill acquisition. He is an honorary consultant anaesthetist in NHS Tayside.

SUE SANDERS, MANAGING DIRECTOR, SUMMERFIELD SANDERS

Sue Sanders started in motorsport in 1976 as a marshal and has undertaken virtually all roles since that time including competing as a co-driver for many years and a driver in off-road trials and competition safaris. Since the late 1980s she has been involved primarily as a senior organiser and Clerk of the Course for some of the UK's International Status events including what was the Lombard RAC Rally now the DayInsure Wales Rally GB.

Sue currently manages the Motor Sport Association’s (MSA) International Training Team planning and delivering safety training around the world. In addition, she is one of the FIA’s (Federation International de l’Automobile) subject matter experts in relation to safety, officials training and event management working on their Global Training Provider Programme at six major Congresses each year. She continues to run her training company (established in 1989) which delivers training in management, personal skills, project and event management to large organisations across Europe and in the UK.
DELEGATE GUIDE

PROFESSOR EDDIE OBEING, DIRECTOR OF LEARNING, PENTACLE – THE VIRTUAL BUSINESS SCHOOL

Eddie Obeng founded Pentacle – The Virtual Business School in the 1990s as a ‘school without a campus or a faculty’. Instead, groups of educators got together to work collaboratively on client problems, not by solving the problems for the clients but by teaching what was needed for the clients to resolve the issues themselves. The groups were non-hierarchical and self directed – a set of skills which Pentacle also taught to clients including GlaxoSmithKline, Sony and Novartis.

Over the past five years Eddie has extended different ways of working to embrace the digital opportunities we have. He has developed a set of Learning & Working methods which engage people in close collaboration and relationships. At the same time these methods speed-up the pace with which people deliver benefits. The methods are wrapped into a technology called QUBE. QUBE uses Extra-Virtual Reality to dissolve distance and boundaries. QUBE is being used by the NHS actively to deliver many projects on subjects such as reducing Urinary Tract Infections (UTI) in Scotland, for training Nurses in Leadership and for providing a community of health professionals through QUBEx conferences.

Eddie is also a world class speaker and author with popular Google and TED talks and ten books on how to thrive in a world which continues to change fast, produces uncertainty and complexity. He holds a lifetime achievement award for his methods and concepts on solving challenges on change and complexity from the Association for Project Managers.

PAM DUNCAN-GLANCY, DISABILITY EQUALITY AND HUMAN RIGHTS CONSULTANT

Pam Duncan-Glancy is a Senior Communications and Engagement Officer at NHS Health Scotland and was previously a Policy Officer for a national charity. She has an MSc in Health Psychology, a BSc in Psychology and a Post Graduate Certificate in Citizenship and Human Rights. Pam is an ambassador for the One in Five campaign which aims to get more disabled people into Politics and is a keen trade unionist. She was Disabled Students Officer for NUS Scotland for two years. Pam was a member of the Commission on Local Democracy, and has also been a board member of a national charity and is currently a member for the Commission on Parliamentary Reform.
PARALLEL SESSIONS

A range of informative, enlightening and engaging parallel sessions have been included in the programme for this year’s Event. All sessions have been designed around the 2020 Vision for Health and Social Care, underpinned by our Quality Ambitions with a central focus on the following:

• The complexity involved in working across boundaries as described, the connections that had to be made and lessons learned from the work showcased;
• The opportunities that were presented for innovative ways of working, how these might apply in other areas (scalability) and how people were encouraged to work together to overcome barriers; and
• The human dimension of working across boundaries and what mechanisms can be used to engage with people and take them on the improvement journey.

OVERCOMING BOUNDARIES – PUTTING PATIENTS AT THE CENTRE OF PRIMARY AND COMMUNITY CARE

Session A:1 20 June: 11:20 – 12:30
   D:1 21 June: 13:20 – 14:30
   Room: Alsh

During this interactive session, delegates will hear about how effective collaborative working across primary and community care is at the heart of healthcare, with: empowered patients; a valued workforce; and multi-disciplinary teams. Delegates will have the opportunity to engage with the multiple aspects of the emerging landscape, share their own experiences, and learn from others.

In the future, community health and care services will require changes in the workforce to overcome boundaries between health and social care and primary and secondary care. In order to make that a reality, new ways of working are being explored and delegates will hear how primary care services are working with others across boundaries to support people within an integrated community health and social care setting.

The session will also encourage discussions on the vision for the future of services in the primary and community care settings, and how we can work together to support patients within their own communities during a period of substantial change and with global uncertainty.

Who should attend?
This session will be of interest to a wide range of delegates including but not restricted to representatives from:

■ Primary, community and secondary care settings;
■ Health and Social Care Partnerships; and
■ Third and independent sectors.

LESSONS LEARNED FROM EBOLA – WORKING EFFECTIVELY ACROSS ORGANISATIONS

Session A:2 20 June: 11:20 – 12:30
  D:2 21 June: 13:20 – 14:30
  Room: Boisdale

It’s not every day that NHSScotland finds itself thrust into a global spotlight – but that’s exactly what happened in December 2014 when a case of Ebola was diagnosed in Scotland.

Preparing for, and responding to, the risks posed to Scotland by the Ebola outbreak in West Africa involved a wide array of specialities and services, working together under exceptional circumstances. This included infectious diseases specialists, infection control, facilities management, environmental health officers, the Scottish Ambulance Service, NHS 24, Health Protection Scotland, the Scottish Government, Public Health England, the Scottish National Viral Haemorrhagic Fever (VHF) laboratory, a specialist facility in London, the Ministry of Defence, Border Force and more.

The challenges and successes of getting the NHS and organisations outwith the NHS to work together to prepare for and respond to Ebola are not unique to infectious diseases – working effectively with other disciplines/organisations, figuring out how to communicate effectively, and learning together are all more widely applicable.

Delegates in this session will learn how this experience has provided a rich opportunity to reflect on working effectively across boundaries, with unusual partners to collaboratively tackle challenging circumstances.

Who should attend?
This session will be of interest to a wide range of delegates including:

■ Anyone with an interest in understanding how to work more effectively across NHS disciplines and organisations, and a wider range of stakeholders.
## PARALLEL SESSIONS

### COMPASSIONATE COMMUNITIES – MAKING DEATH, DYING AND BEREAVEMENT EVERYONE’S BUSINESS

**Session A:3** 20 June: 11:20 – 12:30  
**D:3** 21 June: 13:20 – 14:30  
**Room:** Carron

Compassionate Communities is a Public Health approach to end of life care. It encourages communities to support people and their families who are dying or living with loss. The work of Compassionate Communities aims to build community capacity and social capital through a model of community development.

The Compassionate Inverclyde Programme will empower patients and their families who are facing the challenges associated with the end of life to help and support each other at times of increased health need and in bereavement, recognising the importance of families and communities working alongside formal services as indicated in the Scottish Government’s Framework for Action on Palliative and End of Life Care.

This approach empowers people to reach out through acts of kindness to help someone in their community who is at the end of life. This might be providing practical help such as going shopping, walking a dog or more personal help, having a cup of tea with a carer or sitting with a dying person to allow some respite for a family.

This session will offer delegates an insight into how Inverclyde has embraced this vision and are working in partnership with key stakeholders to make Inverclyde a Compassionate Community.

**Who should attend?**  
This session will be of interest to a wide range of delegates including:

- Anyone interested in end of life care and community development approach to health and social care.

### ASK...LISTEN...DO... HOW THE ‘WHAT MATTERS TO YOU?’ APPROACH CAN SUPPORT MEANINGFUL CHANGE

**Session A:4** 20 June: 11:20 – 12:30  
**D:4** 21 June: 13:20 – 14:30  
**Room:** Dochart

Hundreds of teams working across health and social care and in education will join others around the world to take part in ‘What Matters To You?’ Day this year.

Last year over 500 teams working across health and social care and in education and early years took part in Scotland’s first ‘What Matters To You?’ Day. They were joined by more than 90 other teams from across the UK and as far afield as Ghana, New Zealand and the USA.

The session will use drama to give delegates the opportunity to think about, and experience, how the ‘What Matters To You?’ approach could be used in their own practice. Delegates will also hear examples from across the country and around the world illustrating how and why this simple but powerful approach is important. These will include how it is making a real difference to people in a variety of different settings, from hospitals and community care to schools, nurseries and more.

**Who should attend?**  
This session will be of interest to a wide range of delegates including:

- Anyone with an interest in truly putting people at the heart of decision-making.
WEIGHT MATTERS – A COLLABORATIVE APPROACH TO SHAPE SCOTLAND’S DIET AND OBESITY STRATEGY

The Scottish Government is committed to consult on a new Diet and Obesity strategy during 2017. The strategy will build on the wide range of activity already underway as well look at what further effective actions can be undertaken including the use of multi-buy promotions across the retail sector.

Chaired by Voluntary Health Scotland and delivered in partnership with the Scottish Government Creating Health Team and NHS Health Scotland, this session will allow delegates to explore the key themes contained within the Strategy, and the leadership role of NHSScotland working collaboratively with partners to improve health outcomes.

Delegates will be challenged to consider their individual role and NHSScotland’s contribution to working collaboratively with health and social care and the third sector to implement the strategy and deliver improved outcomes, particularly in those communities most likely to experience poorer health outcomes associated with diet and obesity.

This interactive session will provide an opportunity to highlight challenges and explore how staff can be supported to engage and work collaboratively with communities, health and social care and the third sector to work differently across boundaries.

Who should attend?
This session will be of interest to a wide range of delegates including but not restricted to:

- Practitioners, service managers and senior staff working in primary, secondary and social care settings specific to Diet and Obesity.

EMPOWERING OUR WORKFORCE – PEOPLE MAKE CHANGE HAPPEN

Our workforce are at the heart of change, working across boundaries and breaking down barriers. Change cannot be achieved without the people to make it happen. Some of the most effective ideas for transforming health and social care come from the people delivering the services, so it is vital that they are empowered and given the opportunity to lead and make change happen.

This interactive session explores how people can be empowered to lead and deliver change and consider, through the use of case studies and the opportunity for interactive discussion and exploration of techniques and tools, what they can do in their own work settings to work across boundaries to deliver change.

Who should attend?
This session will be of interest to a wide range of delegates, including but not restricted to:

- Health and Social Care colleagues across all disciplines.
PARALLEL SESSIONS

INSPIRE, INNOVATE, IMPROVE – SUPPORTING TRANSFORMATIONAL CHANGE IN OUR HEALTH SERVICE

Session A:7 20 June: 11:20 – 12:30
D:7 21 June: 13:20 – 14:30
Room: Seminar Suite

Commitment to innovation and improvement ensures our health service continually evolves; adapting to new patterns of care, increased demand and opportunities from new treatment and technology advances.

Healthcare innovation involves a range of activities around the development, uptake and adoption of new approaches that generate value in terms of quality and safety of care, administrative efficiency, the patient experience, and patient outcomes. This could range from a medical device, a piece of technology, software or service offering – there really are no boundaries. In essence, it seeks to improve upon something that has come before, or fix a problem that needs a solution. Whether small or incremental, large or disruptive – it’s all about transformational change.

Delegates will hear first-hand from NHSScotland inventors and be inspired by successful products and spin outs. The session will demonstrate innovation as a core activity within NHSScotland – the teams, processes and support available to accelerate ideas and innovations into viable products and services improving the quality and value of patient care.

Who should attend?
This session will be of interest to a wide range of delegates, including but not restricted to:
- Health and Social Care Practitioners across all disciplines;
- NHS Board Executives and Non Executives; and
- Third sector.

STEPPING INTO THE FUTURE – PUSHING THE PROFESSIONAL BOUNDARIES TO MEET HEALTH AND SOCIAL CARE NEEDS

Session B:1 20 June: 13:30 – 14:40
C:1 21 June: 11:10 – 12:20
Room: Alsh

This session will demonstrate how nurses, midwives, allied health professionals and healthcare scientists are working across boundaries, to support better outcomes for our population. Examples of innovative approaches will be showcased, along with outlining the benefits and challenges so that delegates can go away thinking – how could we do that, what connections do we need to make?

Delegates will hear examples of where practitioners are leading and practising in innovative ways that support transformational change; maximising their contribution in line with Realistic Medicine and the National Clinical Strategy. Case studies will illustrate how professional roles across a range of disciplines are developing; working in an integrated way across traditional boundaries to transform care for people.

Each interactive case study will demonstrate:
- People at the centre of care, with an emphasis on supporting self-management and independence;
- How social and community networks are supporting care;
- How professional leadership and autonomy is contributing to transformed services;
- How leadership has challenged traditional ways of working; and
- How change is impacting on people’s experience and outcomes.

Who should attend?
This session will be of interest to a wide range of delegates, including but not restricted to representatives from:
- Health and social care colleagues across all disciplines; and
- The third and independent sectors.
The ‘Once for Scotland’ approach includes NHSScotland and partners working across boundaries to provide more efficient and consistent delivery of support functions in health and social care on a regional and national basis to benefit staff and patients.

Delegates will have the opportunity to explore and discuss how the ‘Once for Scotland’ approach can be expanded at national, regional and local levels and can help improve employment experiences and working environments.

The session will also provide some examples of how the approach is already being put into practice such as: an innovative initiative to enhance the employment experiences of junior doctors; and the development of the Turas digital platform to deliver a range of training, learning and professional development applications for NHSScotland colleagues in areas ranging from medicine and dentistry to pharmacy and healthcare.

Who should attend?
This session will be of interest to a wide range of delegates, including but not restricted to:
- Health and social care colleagues across all disciplines.
- Managers; and
- Organisational Development and front line staff.
PARALLEL SESSIONS

IT TAKES A PARTNERSHIP TO SAVE A LIFE – THE OUT-OF-HOSPITAL CARDIAC ARREST STRATEGY FOR SCOTLAND – IMPROVING OUTCOMES

Session B:4 20 June: 13:30 – 14:40
C:4 21 June: 11:10 – 12:20
Room: Dochart

Improving outcomes from Out-of-Hospital Cardiac Arrest (OHCA) needs a wide range of actions and improvements from a range of partners to address each element of the ‘chain of survival’, from creating a culture of bystander action, encouraging CPR, early dispatch, defibrillation and advanced life support to aftercare.

Achieving the ambitions set out in the OHCA Strategy requires partners in the emergency, third and community sectors to work seamlessly to deliver each element across the ‘chain of survival’. Whilst public services are used to working with each other, the new approach means working in integrated ways with a common aim.

Save a Life for Scotland (SALFS) is the public-facing campaign for Scotland’s OHCA Strategy which is key to increasing public awareness and providing information on access to CPR training. SALFS is a partnership involving a wide range of organisations from the public and voluntary sectors.

The session will describe examples of partnership working to implement the OHCA strategy, highlighting successes, challenges and lessons learned from two case-studies: Save a Life for Scotland; and co-response to OHCA between the Scottish Fire and Rescue Service, Scottish Ambulance Service and Police Scotland.

Who should attend?
This session will be of interest to a wide range of delegates, including but not restricted to:

- GPs;
- Unscheduled care providers;
- Social care professionals;
- Independent and third sector care providers;
- Hospice care providers;
- Housing providers;
- Health community teams;
- Strategic Partners Groups; and
- Service planners.

LIVING WELL IN COMMUNITIES – OVERCOMING BARRIERS IN THE HEALTH AND SOCIAL CARE SYSTEM

Session B:5 20 June: 13:30 – 14:40
C:5 21 June: 11:10 – 12:20
Room: Forth

This session will explore the barriers and opportunities within our integrated systems and discover how they affect the delivery of care. Using real examples of patient care, delegates will be taken on a journey through the health and social care system from the perspective of someone who requires support.

Delegates will have the opportunity to explore pathways; starting with people living at home, through support in the community to unscheduled acute care and then back home again. This session will also challenge delegates to identify issues with delivering integrated care, the impact it has on the life of individuals and their families and, understand why barriers exist between services. Through sharing examples of good practice from across Scotland, delegates will gain insight into how barriers can be overcome.

Who should attend?
This session will be of interest to a wide range of delegates, including but not restricted to:

- GPs;
- Unscheduled care providers;
- Social care professionals;
- Independent and third sector care providers;
- Hospice care providers;
- Housing providers;
- Health community teams;
- Strategic Partners Groups; and
- Service planners.
PARALLEL SESSIONS

REALISING REALISTIC MEDICINE

Session B:6 20 June: 13:30 – 14:40
C:6 21 June: 11:10 – 12:20
Room: Lomond

Realistic Medicine puts the person receiving care at the centre of decision-making and encourages a personalised approach to their care. Its aims of reducing harm and waste, tackling unwarranted variation in care, managing clinical risk and innovating to improve are essential to a well-functioning and sustainable NHSScotland.

It is impossible to achieve Realistic Medicine without an approach that includes all professions and the public, and that understands and appreciates the varied skills and experience that they bring. Using an informal, discussion-led approach, this workshop will explore how this can best be achieved to assist in Realising Realistic Medicine using examples from around Scotland.

This session will explore how the implementation of Realistic Medicine can be supported through shared learning across health and care professions and the public using examples from across Scotland. The session will also build on the Chief Medical Officer’s report: Realising Realistic Medicine published earlier this year and will explore what supported decision-making means in day-to-day practice.

Who should attend?
This session will be of interest to a wide range of delegates including but not restricted to:

- Clinicians and individuals involved in improvement, managing resources and health inequalities.

THE ROLE OF SCRUTINY AND IMPROVEMENT IN SUPPORTING QUALITY AND INNOVATION

Session B:7 20 June: 13:30 – 14:40
C:7 21 June: 11:10 – 12:20
Room: Seminar Suite

Using a collaborative approach, this session explores how the Care Inspectorate and Healthcare Improvement Scotland’s responsibilities for regulating, inspecting and supporting improvement in health and social care services contribute to better experiences and outcomes for people and communities.

Both organisations have a critical role to play in supporting continuous improvement and promoting good practice so that services and strategic partnerships can deliver care and support that work more efficiently to meet individuals’ needs.

The Chief Executives of the Care Inspectorate and Healthcare Improvement Scotland will explore how to improve outcomes for people by focusing on the experience of people in our communities, and how their organisations collaborate with partners to support different ways of working.

This session will provide delegates with an opportunity for discussion into how modern scrutiny and improvement approaches can support quality and innovation through different ways of working.

Who should attend?
This session will be of interest to a wide range of delegates including but not restricted to:

- Colleagues with an interest in improving outcomes for people who use health and care services; and
- Colleagues with accountability for the quality of services and for those delivering and commissioning services.
## SPOTLIGHT SESSIONS OVERVIEW

In each Spotlight Session, four topical presentations will run concurrently with each of the Parallel Session blocks in both the morning and afternoon on both days. Please note these sessions can be selected as an alternative to attending a Parallel Session or a Facilitated Poster Presentation.

The Spotlight Sessions allow NHSScotland and its partners to give their perspective on what working differently across boundaries looks like and to showcase the work they are leading on that others may learn from.

### DAY ONE – 20 JUNE

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<th>CODE</th>
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| S:1  | • East Ayrshire Health and Social Care Partnership: Integration of Out of Hours Community Response Services  
      • NHS Forth Valley: Reducing Delayed Discharges for Patients with a Learning Disability  
      • NHS Lothian: Patient Flow – A Bird’s Eye View  
      • Scottish Ambulance Service: Transforming Primary Care through Specialist Paramedic Involvement | 11:20 – 12:30 | Gala |
| S:2  | • NHS Forth Valley: Providing Alternatives to Hospital Admission for People with Dementia and Mental Illness  
      • North Ayrshire Health and Social Care Partnership: Ayrshire Mental Health Police Triage Pilot  
      • East Ayrshire Health and Social Care Partnership: Recovery and Wellbeing  
      • Scottish Recovery Network: Good Mental Health is Everyone’s Business | 13:30 – 14:40 | Gala |

### DAY TWO – 21 JUNE

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| S:3  | • Scottish Communities for Health and Wellbeing: Third Sector Partnership-led Consortium Supporting Health and Wellbeing in Local Communities  
      • Midlothian Health and Social Care Partnership: Midlothian Access Point  
      • NHS Ayrshire & Arran: Weigh to Go Ayr United  
      • NHS Health Scotland: Fuel Poverty and Health | 11:10 – 12:20 | Gala |
| S:4  | • NHS Forth Valley: Play is Good for Your Health – Using Play to Explore Learning and Wellbeing for Young Women in Clackmannanshire  
      • NHS Health Scotland: Child Poverty, Health and Wellbeing  
      • Health and Social Care Alliance Scotland: Future Leaders Vision of Health and Social Care in Scotland  
      • North Ayrshire Health and Social Care Partnership: No Barriers, No Delay – Integration of Universal Early Years Services | 13:20 – 14:30 | Gala |
SPOTLIGHT SESSION 1
Room: Gala

East Ayrshire Health and Social Care Partnership: Integration of Out of Hours Community Response Services

Ayrshire & Arran are the test site for integrating Out of Hours Community Services. This involves a commitment to develop a multi-disciplinary team to bring together the skills, expertise and capacity of existing services into an integrated service to improve service delivery in line with right person, right time, right place:

- Ayrshire Doctors on Call;
- Out of Hours Social Work and Community Alarms;
- Out of Hours District Nursing;
- Community Pharmacy;
- Optometry;
- Out of Hours Crisis Mental Health; and
- Existing Single Point of Contact Service.

The session will involve exploring the challenges to working across boundaries including values, cultures and systems and the mechanisms undertaken. This includes engagement sessions with staff and the public, shadowing programmes across services and service redesign workshops.

NHS Forth Valley: Reducing Delayed Discharges for Patients with a Learning Disability

A multi-agency group involving housing, social services, as well as community and hospital-based learning disability teams from NHS Forth Valley, are working together to jointly plan the discharges of patients who have been delayed in their discharge for significant periods of time.

Challenges included different parts of the system thinking the other is responsible for delays. This highlighted the need to have a greater understanding and clarification around individual roles as well as improving team work. It was important that everyone was able to understand the significance of working together to ensure the discharge process for individuals with very complex needs was safe and effective.

NHS Lothian: Patient Flow – A Bird’s Eye View

The Flow Centre is a centralised service to support the flow of patients across all adult acute sites in Lothian staffed by NHS Flow Centre Co-ordinators and a Paramedic from the Scottish Ambulance Service.

Working closely across GPs, Health and Social Care Partnerships, the voluntary sector and acute hospital staff, it creates clear pathways for admission as well as access to alternatives to admission in an effort to ensure that the patient is seen in the right place at the right time by the right person.

The Flow Centre uses technology to create a real time pan-Lothian view of front door demand across acute sites. Working closely with Health and Social Care Partnerships, the Flow Centre has resulted in all nursing/care home patients being referred to Hospital At Home Services. Partnership working with secondary care has also created a rapid access respiratory clinic for next day appointments to relieve pressure on front door areas over the winter period.
Scottish Ambulance Service: Transforming Primary Care through Specialist Paramedic Involvement

The Scottish Ambulance Service, working with partners in primary care, has undertaken an improvement project to deploy Specialist Paramedics in a local health centre (Teviot, Hawick) with the purpose of building professional relationships with the GPs and other allied health professionals.

During the initial consultation and mentoring phase, it became apparent that the most appropriate and productive use of the Specialist Paramedic would be to conduct patient home visits in order to provide quality patient care and face-to-face assessment.

This supported the following improvements:

• Greater exposure to a variety of patients in their home environment;
• Increasing confidence levels;
• Initial perceived barriers broken down and relationships formed;
• More thorough history and assessments carried out;
• Reduction in emergency and urgent calls; and
• Better data collection.

This concept is currently evolving to other health centres and out of hours services within the Borders area, widening the net and providing an ideal learning environment.
**SPOTLIGHT SESSION 2**

**NHS Forth Valley: Providing Alternatives to Hospital Admission for People with Dementia and Mental Illness**

NHS Forth Valley and Stirling Council are piloting a new way of working by creating five intermediate care beds specifically for people with dementia or mental health needs. The aim of the pilot is to provide an alternative to hospital admission by offering access to short-stay social care facilities which provide greater independence and support.

The new service will provide ‘step up’ care from community as well as ‘step down’ care for people who require further rehabilitation before going home, additional support to prevent hospital admission or further assessment of care needs.

In the initial 10 months, seven patients have had their inpatient stay shortened and eight mental health hospital admissions have been prevented. The service has expanded to provide a psychiatric liaison service to all Council intermediate care facilities in Stirling and Clackmannanshire and is now providing support to a larger number of residents and staff.

**North Ayrshire Health and Social Care Partnership: Ayrshire Mental Health Police Triage Pilot**

North Ayrshire Health and Social Care Partnership worked with Police Scotland in a pilot to improve responses to people with mental health problems who present to police or emergency departments.

The aims of the pilot were:
- To identify numbers of individuals Police Scotland have contact with where they consider that some form of mental health assessment is required;
- To understand where the peak times are and where Crisis Resolution Team could assist; and
- To record and better understand the pathways between services involved in supporting people who require mental health assessment and come into contact with Police Scotland.

Using findings from the pilot, a direct referral route for police into mental health services has been created.

**East Ayrshire Health and Social Care Partnership: Recovery and Wellbeing**

The Recovery and Wellbeing Group was developed to allow service users the opportunity to engage in a multi-agency approach to their mental health recovery. The group is introduced to a number of services across the partnership including mental health, social care, physical health and wellbeing, diet, further education opportunities and exploring opportunities to volunteer within local services.

The group draws on the experience of people’s own journey through mental health and mental illness to help facilitate increased awareness of their experiences and difficulties and find solutions to enhance their health and wellbeing. Through this discussion and interaction, the members of the group are able to: achieve more positive social networks; reduce social isolation; increase peer support; and increase understanding of mental health and what contributes to poor mental health.

**Scottish Recovery Network: Good Mental Health is Everyone’s Business**

Making Recovery Real was launched by the Scottish Recovery Network in 2015 to develop a more integrated, transformational approach to embedding recovery-focused ways of working in two geographical areas – Dundee and Moray.

In both areas, the Scottish Recovery Network and the Health and Social Care Partnerships have set up project teams involving a wide range of third sector organisations and individuals with lived experience of mental health problems. These teams have worked collaboratively to develop recovery-focused action plans. Common themes that have emerged include:
- Promoting more effective working across professional, organisational and sectoral boundaries;
- Using the lived experience of people with mental health problems to inform policy and practice through sharing stories and personal narratives;
- Supporting more people to become involved in peer support roles; and
- Developing a shared understanding of what good recovery-focused practice might look like in the future.
improved partnership working, expanded range of options available to primary care staff, fewer Did Not Attends (DNAs) and more efficient management of demand on the Psychological Therapies service.

NHS Ayrshire & Arran: Weigh to Go Ayr United

Weigh to Go Ayr United is a weight management programme for men delivered in partnership with a local football club. Three coaches from Ayr United Football Academy were trained and mentored by a Specialist Dietician to deliver the first programme. Weigh to Go Ayr United successfully recruited nine men for the first programme and initial results after three months showed an average weight loss of 4.7 per cent.

Participants have reported the social and health benefits of attending the programme, with the added advantage of being able to exercise in a professional football ground.

NHS Health Scotland: Fuel Poverty and Health

NHS Health Scotland has been a member of the Scottish Fuel Poverty Forum for two years and has been raising awareness of the impact of fuel poverty on health and the significance of a warm home to health and social care at home.

Working collaboratively with partners across health and social care and fuel poverty and home energy agencies, NHS Health Scotland is developing ways of ensuring people are warm in their homes and can afford sufficient energy to meet their needs.

As well as contributing to a review of the Scottish Government’s fuel poverty strategy and developing guidance for Directors of Public Health, they are now supporting development of local action plans.

Connecting health and social care colleagues with agencies they do not traditionally work with across the energy and fuel poverty sectors requires creating the conditions for them to understand the relevance of working together and developing good collaborative working relationships.

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Scottish Communities for Health and Wellbeing: Third Sector Partnership-led Consortium Supporting Health and Wellbeing in Local Communities

The aim of the Scottish Communities for Health and Wellbeing (SCHW) is to improve health within Scotland’s disadvantaged communities by embedding community-led, locally-facilitated approaches to health improvement in an attempt to address health inequalities. SCHW has 74 community-led partner organisations operating in Scotland, employing over 500 staff, involving 3,000 volunteers and engaging with over 300,000 individuals in Scottish communities to the benefit of their health and wellbeing.

SCHW currently supports a network of Community Health Navigators who are supporting vulnerable individuals to re-integrate into their local communities following illness or isolation and to make meaningful, sustainable links which improve outcomes and quality of life as well as reducing pressure on primary and social care.

Midlothian Health and Social Care Partnership: Midlothian Access Point

Midlothian Access Point is about guiding people to access the support they need to increase their mental wellbeing. Connecting people with appropriate local sources of support can lead to improvements in levels of mental wellbeing, a greater sense of control, heightened ability to cope with life, increased confidence, increased purpose in life, heightened personal aspirations and increased personal drive.

The project was developed by a local steering group consisting of people with experience of mental health issues, an advocacy worker, psychologist, public health practitioner, nurse, GP, third sector and council staff.

Key to its success is the coordination of a whole range of available support to ensure fast and easy access to the service that is best suited to meet each individual’s needs. The benefits include reduced uptake of repeated GP appointments,
SPOTLIGHT SESSION 4
Room: Gala

NHS Forth Valley: Play is Good for Your Health – Using Play to Explore Learning and Wellbeing for Young Women in Clackmannanshire

NHS Forth Valley, in partnership with local councils, colleges, schools and nurseries is delivering an innovative programme to raise the confidence and self-esteem of young women living in one of the most deprived areas of Scotland. The 11-week programme, which is targeted at young women aged 13-15 years who are not thriving in traditional educational settings, gives them the opportunity to learn about child development through play and gain valuable skills and work experience.

Participants attend a weekend team-building residential course, weekly sessions at Forth Valley College, a one-day placement for four weeks in a nursery and four sessions in a primary school. This helps them to develop a range of practical and interpersonal skills, engage with children and teaching staff, and become more able to plan and facilitate appropriate play activities for children of all ages, thus becoming a ‘Play Mentor’.

Feedback from the programme has been very positive with many of the young women going on to full-time training or education. Participants also report increased confidence, wider aspirations and positive lifestyle changes.

NHS Health Scotland: Child Poverty, Health and Wellbeing

A priority area for NHS Health Scotland is tackling child poverty which impacts on children’s social, physical, emotional and cognitive outcomes and subjects families to increased levels of stress. Increasing uptake of social security entitlements and tax credits amongst pregnant women and families with young children makes an important contribution to reducing child poverty.

Midwives and health visitors in Scotland are asking pregnant women and families with young children about money worries and offering a referral to money/welfare rights advice service. This is formalised through the development of financial inclusion referral pathways between midwifery and health visiting services and the money and debt advice services.

Health and Social Care Alliance Scotland: Future Leaders Vision of Health and Social Care in Scotland

Future Leaders is a partnership between the Health and Social Care Academy, its members and educational providers, including the University of the West of Scotland. It aims to empower future leaders in health and social care in Scotland to have a voice in shaping the future design and delivery of services. It involves health and social care students, young people with lived experience and unpaid carers.

Future Leaders will present their findings from a series of innovative regional events held across Scotland to current leaders in health and social care and will discuss the opportunities for transformational change.

A key strength of the project has been the co-produced outcomes and cross sector working between the third sector, academia and people who currently manage and deliver health and social care.

North Ayrshire Health and Social Care Partnership: No Barriers, No Delay – Integration of Universal Early Years Services

The Universal Early Years Team brings services together from both NHSScotland and the Local Authority within a single team structure with a focus on early support for families with children up to five years. Integrating these local services has enabled the team to not only identify areas of need early but also work alongside families and offer direct interventional support programmes. Progressive development of the universal provision has enabled quicker responses and engagement for all families, with a more proportional response to those with the highest levels of need.

The Universal Early Years Team has expanded the health visiting service to now include Early Years Social Workers, Assistant Nurse Practitioners, Welfare Rights Officers and Employability Officers. The team is exploring models to expand further to include early education providers, day carers and child minders. It has also procured the support of voluntary services to offer a wider range of community support for families such as parent/baby cafés to support parental social isolation, parenting support such as feeding, play, communication, language, routines and sleep.
FACILITATED POSTER PRESENTATIONS

The Facilitated Poster Presentations will feature as part of the Event Programme. Each Group will be guided by a dedicated facilitator for a specific poster category and delegates will have the opportunity to meet with poster authors to hear about their quality improvement successes.

The tables below provide an overview of the poster presentation session dates, times and codes.

### DAY ONE – 20 JUNE

<table>
<thead>
<tr>
<th>CODE</th>
<th>POSTER CATEGORY</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>P:1</td>
<td>Quality of Care: Effective</td>
<td>11:20 – 12:30</td>
</tr>
<tr>
<td>P:2</td>
<td>Health of the Population</td>
<td>11:20 – 12:30</td>
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<tr>
<td>P:3</td>
<td>Integrated Care</td>
<td>11:20 – 12:30</td>
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<tr>
<td>P:4</td>
<td>Quality of Care: Person-centred</td>
<td>13:30 – 14:40</td>
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<tr>
<td>P:5</td>
<td>Quality of Care: Safe</td>
<td>13:30 – 14:40</td>
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<tr>
<td>P:6</td>
<td>Quality of Care: Infrastructure</td>
<td>13:30 – 14:40</td>
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<tr>
<td>P:7</td>
<td>Value and Sustainability</td>
<td>13:30 – 14:40</td>
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### DAY TWO – 21 JUNE

<table>
<thead>
<tr>
<th>CODE</th>
<th>POSTER CATEGORY</th>
<th>TIME</th>
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<tbody>
<tr>
<td>P:4</td>
<td>Quality of Care: Person-centred</td>
<td>11:10 – 12:20</td>
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<tr>
<td>P:5</td>
<td>Quality of Care: Safe</td>
<td>11:10 – 12:20</td>
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<td>P:3</td>
<td>Integrated Care</td>
<td>13:20 – 14:30</td>
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DO YOU KNOW A HEALING HERO?

Scottish Health Awards 2017

2017 Award Categories

• Support Worker Award
• Innovation Award
• Volunteers Award
• NEW - Optometrist Award
• Midwife Award
• Therapist Award
• Care for Long-term Illness Award
• Young Achiever Award
• Unsung Hero
• Care for Mental Health Award
• Integrated Care for Older People Award
• Healthier Lifestyle Award
• Leader of the Year Award
• Dentist Award
• Nurse Award
• Doctor Award
• Top Team Award

Nominate Today for the Scottish Health Awards

Nomination deadline: 31st August 2017

www.scottishhealthawards.com

For more information Visit us on Stand 9 or call 0141 309 3423
LEARNING, NETWORKING AND RESOURCES

The NHSScotland Event provides delegates with excellent learning and networking opportunities. In order to maximise the benefit from your attendance at the Event, you are encouraged to share the knowledge and learning you gain with colleagues in your organisation.

To help you do this, all parallel and spotlight session presentations, videos of the plenary sessions, roving reporter interviews and vox pops will be available to download afterwards from the NHSScotland Event website. Please also note that all the posters on display at the Event are available to view and download from www.nhsscotlandevent.com.

The NHSScotland Event has worked in previous years with NHS Education for Scotland (NES) to put into place a number of ways to help you share the knowledge you have gained. The Event is pleased to welcome again NES as its Knowledge Management and Continuous Learning Partner. Some months after the Event, we will be in touch with a number of you to ask what impact attendance has had on your work and in your workplace.

NETWORKING

Networking and sharing experiences is one of the key benefits of attending the NHSScotland Event. Many of us are used to doing this at any event but, if you’re not, here are some ideas to get you started.

At the Event

- Ask for contact details of people you meet at the Event.
- Use the Event hashtag #nhscot17 and see who else is tweeting on your topic.
- Take the time to visit the poster exhibition. Look out for posters of interest and take away contact information.

After the Event

- Follow up with the contacts you made. People will be pleased to share ideas.
- Is there an opportunity to feedback to your colleagues? If not, why not organise a session or use your local newsletter or intranets.
- Think about how you can use the learning through your organisational learning structures, for example Continuing Professional Development (CPD) or Knowledge and Skills Framework (KSF) reporting.
- Contact colleagues in Communications or in Organisational Development who will know about local systems for sharing knowledge.
STAY CONNECTED

WI-FI
Free Wi-Fi is available throughout the SEC. Just look for SEC Wi-Fi and enter your email address when prompted to connect – no password required.

TWITTER
Stay connected with the NHSScotland Event on Twitter. Follow us @NHSScotlandEvnt and use the hashtag #nhsscot17 when tweeting.

Scan the QR code to easily find and connect with us on Twitter:

- To scan the code, go to the Twitter app on you mobile device;
- Go to your profile and click the gear or cog symbol for more functions;
- Click the QR code button (this will show your QR code);
- Click QR Scanner and use your device’s camera to scan our code; and
- Click on the @NHSScotlndEvnt when it appears.

THE NHSSCOTLAND EVENT GUIDE TO TWITTER
Many of you will already be using social media but here’s our short guide to help you get started or to get the most from engaging through Twitter.

Getting Started - How do I sign up for Twitter?
Go to http://twitter.com and find the sign up box, or go directly to https://twitter.com/signup and follow the step-by-step instructions.

<table>
<thead>
<tr>
<th>TWITTER LINGO: COMMON WORDS AND PHRASES</th>
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<tbody>
<tr>
<td>Tweet</td>
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<td>Trending</td>
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</tbody>
</table>

Keep up with what’s happening at the NHSScotland Event 2017 @NHSScotlandEvnt #nhsscot17
Getting the Most Out of Twitter

**Remember Your Audience**
Whether you have 100 followers or a million, your audience follow you because of what you say and who you are. Use your own words, knowledge and experience. That’s what your followers want to hear.

**Use the Event Hashtag**
The more people who use the same hashtag, the more likely they are to find your Tweets, join conversations and connect with each other. Remember to follow the main event accounts and use any relevant hashtags consistently when tweeting.

**Be Their Eyes and Ears**
Although some of your followers may physically be attending the event, many of them may only be following online. Try to think of what your followers and others searching for information around the event will be most interested to read, see or find out.

**Why Wait?**
Tweet as soon as something grabs your attention or evokes a reaction in you. By waiting you may forget the information or why you were tweeting in the first place. It can be hard to find the time when you are taking part in an event, but tweeting and replying in real time can add value to a discussion.

**Be Unique**
Try to stay fresh and give your audience something they could not find elsewhere. They will value your opinion or a useful link. Don’t just hit retweet without including your own views.

**Directly Quoting Speakers**
If you want to use direct quotes, listen out for particularly insightful or original comments, and quote what they say and who said them. Remember to use the speaker’s username and follow them if you have time. Try to avoid repeating quotes from high profile speakers as they will be tweeted by everyone – add your views to add value.

**Pictures and Videos**
Picture and video content is great for engaging and sharing online. If you see a great slide or infographic – take a picture. Presenters put time and effort into their slides – do them justice by sharing their work. Treat your photos and videos as you would a text tweet. Add value for your followers and give them something they cannot get elsewhere. People following the event online may value photos of presentation, conclusion slides, new data or the cover of a publication you have seen for the first time at an event. Try to avoid images of meeting rooms and high-profile speakers.

**Go live**
The 140 character limit on Twitter can make it hard to capture all the information in a couple of tweets. With wider 3G/4G mobile coverage and the availability of Wi-Fi at many venues, live streaming is becoming more and more popular. Periscope is now part of Twitter and allows you to go live straight from your mobile device. To go live, simply click ‘compose tweet,’ then click the ‘Live’ button. This means your followers can hear and see everything you do – saving you time and giving them a fuller experience (consider sound and light quality first).

**Spread the Word**
Remind other delegates that they can tweet from the event. If someone tells you something interesting, encourage them to tweet about it. If they are not Twitter users, encourage them to sign up and follow you!
improving personal outcomes

Find out how we are helping drive change and improvement across health and social care

Visit us at Stand 23 or find out more on the websites below.

HEALTHY AND SUSTAINABLE EVENT

The NHSScotland Event is is proud to be a healthy event. Here are some of the things we’re doing and some things you can do in and around the Event to stay active and healthy.

STAYING ACTIVE
We are all aware that walking and increased physical activity improves quality of life and well-being for all. Walking every day can help tackle some of the most pressing health issues. The NHSScotland Event is keen to encourage delegates to be more active and healthy during the two days of the Event.

Here are some suggestions to increase your activity at the Event:

- Set off a bit earlier to your sessions and take the stairs where you can.
- On a good day take the outside route to and from the Clyde Auditorium.
- Take time to walk round the exhibition during break times – there’s plenty to see on your way.
- When meeting/networking with colleagues don’t sit down – why not walk round the exhibition hall as you talk.
- Walk to/from the train stations.
- Get off the bus a stop earlier.

EATING HEALTHILY
At the Event we try to ensure you have healthy choices and to make it easy for you to do the right thing. We serve a selection of nutritious food options throughout the two days:

- Fresh drinking water is available at all times in the venue.
- Fresh fruit is served as a healthy option at all times in the exhibition hall.
- Only wholegrain bread, pasta and rice will be served.
- No creamy dips or deep fried items will be served.
- Variety of vegetables on offer with lunch.

A SUSTAINABLE EVENT
Bringing people together for meetings for multiple days, can have a number of environmental impacts. In order to address some of these impacts we are:

- Using an online registration process.
- Using a mobile-responsive website.
- Utilising an online poster submissions and judging process.
- Using recycled paper for all printed materials.
- Using online media, wherever possible, to market this Event.
- Using signage that is re-usable wherever possible.
- Making it possible to engage with the Event through online resources after the Event.
POSTERS

The NHSScotland Poster Exhibition forms an integral part of best practice, learning and sharing at the Event. This year’s exhibition will feature over 230 projects that are happening across NHSScotland and partner organisations to support our journey towards the 2020 Vision and beyond.

The posters on display have been selected through a shortlisting process to represent the very best examples of quality improvement in each of the poster categories:

- Quality of Care: Person-centred
- Quality of Care: Safe
- Quality of Care: Effective
- Quality of Care: Infrastructure
- Health of the Population
- Value and Sustainability
- Integrated Care

FACILITATED POSTER PRESENTATIONS

The Facilitated Poster Presentations will run during both days of the Event and will offer more choice for delegates looking to find out more about specific poster categories and meet with poster authors. Please note that the Facilitated Poster Presentations are fully booked and only those who have pre-booked a space will be able to attend.

The titles and lead authors of all posters can be found on pages 37 to 55. All posters are available to view on the NHSScotland Event website.

POSTER AWARDS PRESENTATION

All posters will be judged on Day One of the Event and the winners for each category, including the Transformation Change Award, will be announced during the Poster Awards Ceremony which will take place during the Final Plenary on Day Two.

The Transformational Change Award will be presented to the poster displaying work that is transforming the way care is provided in Scotland.

PEOPLE’S CHOICE POSTER AWARD

Throughout Day One of the Event and on the morning of Day Two, delegates will be asked to vote for the People’s Choice Poster Award by completing a voting card which will be included in your delegate bag. The winning poster will be announced during the poster awards presentation. Visit the poster desk located next to the poster exhibition to find out more.

If you vote for your favourite, you’ll be automatically entered into a prize draw to win a Kindle Fire HD10.

Place your voting cards in the box at the Poster Desk by 12:45 on Day Two. The winner of the draw will be announced at the Poster Desk at 13:00 on Day Two.

The Poster Exhibition is being delivered by Healthcare Improvement Scotland’s Improvement Hub (ihub). If you would like to learn about the work of the ihub and how they are supporting quality improvement across health and social care, please visit their website www.ihub.scot

Keep up with what’s happening at the NHSScotland Event 2017 @NHSScotlandEvnt #nhscot17
## QUALITY OF CARE: PERSON-CENTRED

<table>
<thead>
<tr>
<th>Poster Board No</th>
<th>Main Author</th>
<th>Organisation</th>
<th>Poster Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>PC01</td>
<td>John Hickey</td>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>A Pilot Advanced Dementia Carer’s Education Group</td>
</tr>
<tr>
<td>PC02</td>
<td>Satu Baylan</td>
<td>University of Glasgow</td>
<td>A qualitative investigation of stroke survivors’ experiences of participation in MELLO – A pilot randomised controlled trial of music listening and mindfulness interventions</td>
</tr>
<tr>
<td>PC03</td>
<td>Joel Schneider</td>
<td>NHS Borders</td>
<td>Acute Assessment and Ambulatory Care: Patient and GP feedback to drive patient-centred service improvement</td>
</tr>
<tr>
<td>PC04</td>
<td>George Beuken</td>
<td>NHS Lanarkshire and St Andrew’s Hospice</td>
<td>Addressing the Great Taboo (Conversations about death and dying)</td>
</tr>
<tr>
<td>PC05</td>
<td>Jo Bowden</td>
<td>NHS Fife</td>
<td>An Innovative Model of Proactive Best Supportive Care: A Macmillan-funded Service Development for People with Advanced Lung Cancer in Fife</td>
</tr>
<tr>
<td>PC06</td>
<td>Iain Armstrong</td>
<td>British Heart Foundation</td>
<td>Anticipatory Care Plans and Advanced Care Plans in Non-Malignant Palliative Care</td>
</tr>
<tr>
<td>PC07</td>
<td>Caroline Davidson</td>
<td>NHS Greater Glasgow &amp; Clyde</td>
<td>Back to School - A vocational rehabilitation journey</td>
</tr>
<tr>
<td>PC08</td>
<td>Martine Scott</td>
<td>NHS Highland</td>
<td>“Being Here”: Sustainable models for remote and rural primary care 2014 - 2017</td>
</tr>
<tr>
<td>PC09</td>
<td>Lorraine McWilliams</td>
<td>NHS Lanarkshire</td>
<td>“Bridging the Gap Using alternative approaches for stimulation and interaction in an older peoples’ rehabilitation ward”</td>
</tr>
<tr>
<td>PC10</td>
<td>Cheryl Gilmour</td>
<td>North Ayrshire Health &amp; Social Care Partnership</td>
<td>Café Solace North Ayrshire’s Recovery Café</td>
</tr>
<tr>
<td>PC11</td>
<td>Stephen Hughes</td>
<td>NHS Fife</td>
<td>Keep Well Community Connections: Developing a Social Prescribing Model in Fife</td>
</tr>
<tr>
<td>PC12</td>
<td>Louise Robertson</td>
<td>NHS Lothian</td>
<td>Complex Assessment and Frailty Nurse Practitioner A New Role to Support Patient Journey and Experience</td>
</tr>
<tr>
<td>PC13</td>
<td>Lisa Dempster</td>
<td>NHS Tayside</td>
<td>Datix - Adverse Event Management (AEM) System – Recording/reporting/monitoring Adverse Events – Mental Health Directorate</td>
</tr>
<tr>
<td>PC14</td>
<td>Irene Oldfather</td>
<td>Health and Social Care Alliance Scotland</td>
<td>You Can Make a Difference Dementia Carer Voices Campaign</td>
</tr>
<tr>
<td>PC15</td>
<td>Cath Cooney</td>
<td>Health and Social Care Alliance Scotland</td>
<td>Developing a compelling narrative: Stories of change from Scotland’s House of Care Adopter Programme</td>
</tr>
<tr>
<td>PC16</td>
<td>Julie Miller</td>
<td>Healthcare Improvement Scotland</td>
<td>A Quality Improvement Framework for Post-Diagnostic Support</td>
</tr>
<tr>
<td>PC17</td>
<td>Elizabeth Fowler</td>
<td>NHS Western Isles</td>
<td>Developing an Integrated Chronic Pain Service for the Western Isles</td>
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<tr>
<td>PC18</td>
<td>Pamela Mackenzie</td>
<td>NHS Ayrshire &amp; Arran</td>
<td>Development of a Renal Supportive Care Programme - Transforming Care</td>
</tr>
<tr>
<td>PC19</td>
<td>Vicky Alexander</td>
<td>NHS Tayside</td>
<td>Transformation Programme Realistic Medicine Diabetes Out There: DOT</td>
</tr>
<tr>
<td>PC20</td>
<td>Linda Sneddon</td>
<td>East Lothian Health and Social Care Partnership</td>
<td>“Doing” Therapy</td>
</tr>
<tr>
<td>PC21</td>
<td>Nicky Batty</td>
<td>NHS Ayrshire &amp; Arran</td>
<td>e-HNA Leads the Way</td>
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<tr>
<td>PC22</td>
<td>Vicki Salisbury</td>
<td>NHS Lothian</td>
<td>Early Communication and Discharge Planning with Patients and Carers Decreases Length of Stay and Improves Satisfaction</td>
</tr>
<tr>
<td>PC23</td>
<td>Katie Harrison</td>
<td>NHS Lothian</td>
<td>East Lothian Memory Skills Group A collaborative approach between Occupational Therapy and Dementia Friendly East Lothian - a recipe for success!</td>
</tr>
<tr>
<td>PC24</td>
<td>Careen Jackson</td>
<td>St Andrew’s Hospice</td>
<td>Effectiveness of Physiotherapy Led Exercise Programme in Palliative Outpatient setting</td>
</tr>
<tr>
<td>PC25</td>
<td>Sarah Forster</td>
<td>Health and Social Care Alliance Scotland</td>
<td>Engaging Future Leaders to realise Scotland’s Vision for Health and Social Care</td>
</tr>
<tr>
<td>PC26</td>
<td>Alison Reid</td>
<td>NHS Tayside</td>
<td>Evaluation of First Contact MSK Physiotherapy Clinic in a GP Surgery</td>
</tr>
<tr>
<td>PC27</td>
<td>Shona Burge</td>
<td>Angus Health and Social Care Partnership</td>
<td>Florence comes to Tayside</td>
</tr>
<tr>
<td>PC28</td>
<td>Anne Scott</td>
<td>NHS Lothian</td>
<td>Focusing on the frail elderly using HIS frailty tool: a Consultant Geriatrician-led ward round in the Acute Medical Unit</td>
</tr>
<tr>
<td>PC29</td>
<td>Andrea Boyd</td>
<td>NHS Ayrshire &amp; Arran</td>
<td>GAME On: Translating meaningful activity into everyday practice and making it everybody’s business</td>
</tr>
<tr>
<td>Session</td>
<td>Title</td>
<td>Speaker</td>
<td>Organisation</td>
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<tr>
<td>PC30</td>
<td>Resetting the scales: Generating Capacity in the Primary Care setting. Glasgow Community Respiratory Team</td>
<td>Suzanne Marshall</td>
<td>Glasgow Health and Social Care Partnership</td>
</tr>
<tr>
<td>PC31</td>
<td>Going the Extra Mile...</td>
<td>Sharon Shaw</td>
<td>NHS Dumfries &amp; Galloway</td>
</tr>
<tr>
<td>PC32</td>
<td>Going with the Flow: a centralised hub to support seamless admission and discharge</td>
<td>Karen Brown</td>
<td>NHS Lothian</td>
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<tr>
<td>PC33</td>
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Keep up with what’s happening at the NHSScotland Event 2017 @NHSScotlandEvnt #nhsscot17
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<td>Russell Scott</td>
<td>Scottish Centre for Telehealth and Telecare – NHS 24</td>
<td>Digital GP Access in Scotland – A trial of eConsult (webGP)</td>
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<td>IF12</td>
<td>John Sharp</td>
<td>Golden Jubilee Foundation</td>
<td>Improving recognition and management of psychological distress in people with heart failure</td>
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<td>IF13</td>
<td>Shelly Jeffcott</td>
<td>Scottish Ambulance Service</td>
<td>Keeping People Safely At Home A joint initiative to develop a Falls &amp; Frailty Pathway for Lanarkshire</td>
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<td>IF14</td>
<td>Lorraine Farrow</td>
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<td>Lanarkshire’s Additional Midwifery Service (LAMS) Supporting pregnant women and their families, in North Lanarkshire, with a history of drug or alcohol misuse</td>
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<td>Wendy Chambers</td>
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<td>Living well with dementia: connecting people to occupational therapy and Home Based Memory Rehabilitation</td>
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<td>IF16</td>
<td>Ann Murray</td>
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<td>Making the right call for a fall Scottish Ambulance Service integrated pathways for falls and frailty in Scotland</td>
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<td>IF17</td>
<td>Joanne Hebenton</td>
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<td>Models of care are associated with time taken to achieve key rehabilitation milestones in patients undergoing unilateral transtibial amputation</td>
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<td>Diane Campion</td>
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<td>Reducing AmPutations In Diabetes (RAPID): Evaluation of a New Care Pathway</td>
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<td>Fiona MacDonald</td>
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<td>Jen Farrelly</td>
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<td>Catherine Stewart</td>
<td>MRC/CSO Social &amp; Public Health Sciences Unit, University of Glasgow</td>
<td>Educational gradients in suicide and attempted suicide in young adults in Scotland, 2007-2012 A prospective cohort study of 275,428 school-leavers using linked data</td>
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<td>'Equality for all' in Dumfries &amp; Galloway: Can primary care be more welcoming to gay, bisexual and other men who have sex with men?</td>
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<td>Striking a balance: asset-based approaches in health and care services</td>
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<td>Using Anticipatory Guidance to Focus on Prevention to Improve Outcomes for Children at their 27-30 month review</td>
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# VALUE AND SUSTAINABILITY

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<td>Ciarán McManus</td>
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<td>Abigail Cork</td>
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<td>Paula Young</td>
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<td>Calum Thomson</td>
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<td>Quality Improvement - does it work in care homes? Argyll and Bute Health and Social Care Partnership (HSCP) investment to support change and reduce falls in care homes</td>
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## EXHIBITORS

There are over 70 organisations supporting and exhibiting at this year’s Event. These organisations are key to this Event and will be showcasing services and products that could help inform and support your work.

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STAND 1
HEALTH WORKFORCE AND STRATEGIC CHANGE: PEOPLE MAKE CHANGE HAPPEN

The Health Workforce and Strategic Change Directorate of the Scottish Government provides human resources leadership and support for the health workforce in Scotland; and oversight of transformational and strategic change across NHSScotland, with particular responsibility for the Health and Social Care Delivery Plan and Board reform.

The theme of the stand is ‘People Make Change Happen’, and offers an opportunity to meet officials to discuss many key policies and priorities, including the Health and Social Care Delivery Plan, the National Health and Social Care Workforce Plan and iMatter.

In addition, there will be an opportunity to continue the discussion from the two parallel sessions: ‘Empowering our Workforce: People make Change Happen’ and ‘The ‘Once for Scotland’ Approach – Improving Employment Experience’.

Craig Worton
Policy Manager
Email: craig.worton@gov.scot
Website: www.workforcevision.scot.nhs.uk

STAND 2
CHARTERED SOCIETY OF PHYSIOTHERAPY SCOTLAND

Chartered Society of Physiotherapy Scotland (CSP) welcomes delegates to visit our stand to find out more about the value and contribution of physiotherapy to healthcare. We are a progressive, dynamic, member-centred organisation that aims to work openly in partnership to meet the diverse health needs of both our members and their patients.

The CSP is committed to enhancing and transforming primary care, working across boundaries and in multi-disciplinary teams. Physiotherapists are increasingly taking on new roles in primary care settings, actively promoting a multi-professional approach.

Kenryck Lloyd-Jones
Public Affairs and Policy Manager Scotland
Email: ljonesk@csp.org.uk
Website: www.csp.org.uk

STAND 3
MSD

We are MSD – transforming healthcare through innovative solutions.

- Bringing the world prescription medicines, including biologic therapies, and animal health products
- Passionately committed to bringing the world innovative medicines and increasing access to healthcare
- Operating in more than 140 countries
- The largest provider of animal health products in the UK

For over 125 years, MSD has been a global healthcare leader working to help the world be well.

Kathleen Grieve
Policy and Access Lead
Email: kathleen.grieve@merck.com
Website: www.msd.com

STAND 4
HOME ENERGY SCOTLAND

Home Energy Scotland from the Scottish Government provides clear and impartial advice to make homes cheaper to heat.

We support households to save energy, reduce carbon emissions and reduce their fuel bills and also offer free, impartial advice to community groups, private sector landlords, local authorities, housing associations and businesses on energy saving, renewable energy, sustainable transport and more.

Ross Barrow
Stakeholder Relations Officer
Email: Ross.Barrow@est.org.uk
Website: www.energysavingtrust.org.uk/scotland/home-energy-scotland
STAND 5
PRIMARY EYECARE

The Scottish Government is committed to providing a high quality community eyecare service. Eye examinations are free for everyone in Scotland and provide a full eye health assessment as well as a test of your eyesight. Your NHS funded community optometrist can also treat many eye conditions and should be your first port of call for any concerns that you have about your eyes.

Janet Pooley
Optometric Advisor
Email: janet.pooley@gov.scot

STAND 6
ARTHITIS CARE SCOTLAND

Arthritis Care is the UK’s leading arthritis charity offering information and support to everyone affected by arthritis. Arthritis Care provides a number of online and face to face services to ensure that no one faces arthritis alone.

There are also branches and groups all over the country, where you can chat to other people with the condition, in a social setting and our helpline is here for a friendly chat. No one should have to face arthritis alone.

Melanie McLean
Events & Communications Manager for Scotland
Email: melaniem@arthritiscare.org.uk
Website: www.arthritiscare.org.uk

STAND 7
NHSSCOTLAND PROCUREMENT TRANSFORMATION PROGRAMME

The Procurement Transformation Programme launched on 3 April 2017, and aims to functionalise procurement for NHSScotland.

With patient care at the heart of its purpose and vision, the programme seeks to identify clinical opportunities to reduce unwarranted variation, obtain best value and offer the same quality products used in patient care wherever you are in Scotland.

Everyone can play a part in identifying opportunities!

John Beaton
Communications Manager
Email: procurement.transformation@nhs.net

STAND 9
SCOTTISH HEALTH AWARDS

The Scottish Health Awards are held each year to recognise and celebrate the important contribution of those working in and with NHSScotland to provide the very best health and care to the people of Scotland.

Nominations can be made by anyone, including staff working in and with NHSScotland, partners and the general public.

The Scottish Health Awards 2017 will be launched at the NHSScotland Event. Come along to find out more about the Awards and take away some information to help you to nominate your Scottish Health Awards hero.

Veronica Moffat
Communications Manager
Email: veronica.moffat@gov.scot
Website: www.scottishhealthawards.com
STAND 10
NEURO REGENERATIVE DISEASE IN SCOTLAND – HEADS UP

The Anne Rowling Regenerative Neurology Clinic and the Euan MacDonald Centre are integral to current research looking at the causes, treatment and disease outcome for Multiple Sclerosis (MS) and Motor Neurone Disease (MND). By developing platforms to facilitate patient involvement, we will improve clinical care across Scotland.

Post-mortem donation of brain and spinal cord plays a vital role in the disease process and patients with MS & MND are now being approached to consider this donation opportunity.

Chris Lerpiniere & Judith Newton
Senior Research Nurse & Consultant Nurse
Email: c.lerpiniere@ed.ac.uk
Website: www.annerowlingclinic.com

STAND 11
HEALTH AND CARE ACADEMY CITY OF GLASGOW COLLEGE

City of Glasgow College provides a vast range of courses and opportunities for professional development. Subjects studied provide real life skills, experience and opportunities to commence a career in care and/or enhance qualifications and employment prospects. All our qualifications meet the Health and Care industry standards.

Our new City campus boasts an enviable city centre location and first class state of the art facilities. We work collaboratively and have strong partnership links with many agencies and organisations including BMI Healthcare, Turning Point Scotland, NHS Greater Glasgow and Clyde and the Scottish Centre for Simulation & Clinical Human Factors and many more.

Kirsty Graham
Client Liaison Co-ordinator
Email: Kirsty.graham@cityofglasgowcollege.ac.uk
Website: www.cityofglasgowcollege.ac.uk

STAND 12
NUMBERTELLING

Founded in 2015, NUMBERTELLING are a Data Driven Design Agency based in Edinburgh.

By combining the world of data with design, we specialise in making sense of data and communicating that information visually.

With over 20 years experience in Data Analytics and Design, we have a unique understanding of the entire process from statistical analysis to data communication. This means that you will be working with people that can visualise data and also understand it.

Pawel Jancz
Director
Email: info@numbertelling.com
Website: www.numbertelling.com

STAND 13
NATIONAL OSTEOPOROSIS SOCIETY

The National Osteoporosis Society (NOS) is the only UK-wide charity dedicated to the prevention, diagnosis and treatment of osteoporosis.

One in two women and one in five men break a bone after the age of 50. The NOS provides a range of resources and training for health professionals to promote best practice. Furthermore, the NOS has pioneered a support package for the establishment and improvement of secondary fracture prevention services across the UK.

Joanne Dawe-Lane
Events Coordinator
Email: j.dawe-lane@nos.org.uk
Website: www.nos.org.uk

Keep up with what’s happening at the NHSScotland Event 2017 @NHSScotlandEvnt #nhsscot17
STAND 14
DIGITAL HEALTH & CARE INSTITUTE

The Digital Health & Care Institute facilitates the co-creation, validation and adoption of new care models supported by digital technologies.

We work with health and social care service providers and users to understand challenges and then provide a co-design and technical environment where industry and academia can collaborate to develop a response.

Our work supports the transformation of services for the benefit of the Scottish population, and exploits these solutions on a global scale to advance Scotland’s global digital leadership ambitions.

Grace Arnell
Communications Manager
Email: support@dhi-scotland.com
Website: www.dhi-scotland.com

STAND 15
GLASGOW CENTRE FOR POPULATION HEALTH

The Glasgow Centre for Population Health (GCPh) conducts research of direct relevance to policy and practice, generating insights and evidence to improve health and tackle inequality.

Facilitating the exchange of fresh thinking and debate, and supporting processes of development, we inform and influence action for positive change in Glasgow and beyond.

The GCPh is a partnership between NHS Greater Glasgow and Clyde, Glasgow City Council and the University of Glasgow, sponsored by the Scottish Government.

Jennie Coyle
Communications Manager
Email: info@gcph.co.uk
Website: www.gcph.co.uk
www.understandingglasgow.co.uk

STAND 16
VOLUNTARY HEALTH SCOTLAND

Voluntary Health Scotland are the national intermediary and network for voluntary health organisations in Scotland. Our mission is to promote greater recognition of the sector and support it to be a valued and influential partner in health and social care. We work to promote, support and influence.

Our Clear Pathway project aims to support safe, effective and person-centred volunteering in NHS settings, with the focus on volunteers recruited and managed by third sector organisations.

Lauren Blair
Programme Engagement Officer
Email: lauren.blair@vhscotland.org.uk
Website: www.vhscotland.org.uk

STAND 18
DRINK WISE AGE WELL – GLASGOW/ADDATION SCOTLAND

Drink Wise Age Well is a national campaign designed to:
• Help us make healthier choices about alcohol as we age
• Support professionals to recognise and respond to problem drinking in the 50+ age group.

We aim to raise awareness of the problems caused by alcohol in people aged 50+ by:
• Providing practical advice about drinking
• Providing age-appropriate support
• Offering social events and activities
• Identifying alcohol-related harm earlier
• Building skills and confidence to talk about drinking
• Signposting to appropriate services
• Providing useful resources for professionals.

Drink Wise Age Well is part of ADDACTION SCOTLAND – the country’s largest charitable provider of drug/alcohol treatment, support and recovery.

Graeme Callander
Locality Manager
Email: graeme.callander@drinkwiseagewell.org.uk
Website: www.drinkwiseagewell.org.uk
www.addaction.org.uk
STAND 19
NHS NSS – HEALTH FACILITIES SCOTLAND

Decontamination Services provide support services (including production of best practice guidance and annual conference) to stakeholders concerned with medical device decontamination.

IRIC aims to improve equipment safety in Scotland’s care services through its national incident reporting system and its safety alerts.

NHS Greenspace managing and promoting the use of the NHS outdoors estate to maximise its potential as a healthcare asset for all.

The Home Oxygen Therapy Service provides support and advice to over 7000 patients on oxygen and 600 prescribers throughout Scotland.

Steven Fenocchi
Programme Manager
Email: Steven.fenocchi@nhs.net
Website: www.hfs.scot.nhs.uk/

STAND 20
SCOTTISH INSTITUTE OF HEALTH MANAGEMENT (SIHM)

The Scottish Institute of Health Management (SIHM) is an independent, membership-owned, non-profit company working to improve the leadership and management of health and social care in Scotland.

Offering strong professional networks, an array of developmental offerings as well as a positive approach to the formulation of health and care policy, we enable the implementation of effective management and leadership practice necessary to improve the health and care of the people of Scotland.

Madeleine O’Brien
Education & Business Manager
Email: madeleine.obrien@sihm.co.uk
Website: www.sihm.co.uk

STAND 21
ROYAL COLLEGE OF OCCUPATIONAL THERAPISTS

The Royal College of Occupational Therapists is the professional body for occupational therapy staff and the voice of the profession in the UK. Occupational therapy improves health and wellbeing through participation in occupation. Occupational Therapists work with people of all ages, supporting them to lead independent lives. We champion the unique and vital work of occupational therapy staff, promoting value, excellence and innovation. Our campaign Improving lives, saving money demonstrates the value of the profession.

Karin Bishop
Assistant Director – Professional Practice
Email: caroline.hill@cot.co.uk
Website: www.cot.org.uk
www.rcot.org.uk

STAND 22
CM2000

CM2000 is market leader in the provision of workforce management software for the integrated health and social care market. Our services include visit verification, outcomes recording, scheduling, market management and predictive analytics. Using CM2000 software helps you deliver a quality assured service, cost savings and efficiencies.

Visit our stand to discover more about our latest innovative solution for preventative healthcare that is helping predict those at risk of falling, to enable faster support and better self-management.

Brian Brown
Director of Scotland
Email: scotland@cm2000.co.uk
Website: www.cm2000.co.uk

Keep up with what’s happening at the NHSScotland Event 2017 @NHSScotlandEvnt #nhscot17
# STAND 23
## HEALTH AND SOCIAL CARE: IMPROVING PERSONAL OUTCOMES

The Scottish Government is committed to improving personal outcomes for everyone using health and social care services.

The landscape is continually evolving and now more than ever we need to work innovatively to deliver better integrated services capable of improving people’s lives.

Come along to hear more on key issues such as Self-directed Support and how the new National Health and Social Care Standards may affect you or your organisation.

Email: selfdirectedsupport@gov.scot
Website: www.selfdirectedsupport.scot

# STAND 24
## UNIVERSITY OF THE WEST OF SCOTLAND

UWS School of Health, Nursing & Midwifery is the largest provider of nurse education in Scotland with five campuses in diverse geographical locations across the UK. Our graduates and staff are making an immense contribution to improving the health of the nation and are also making their mark across the world to improve health and wellbeing internationally.

UWS offers a wide range of innovative and exciting health and social care, nursing and midwifery undergraduate, postgraduate, part time and CPD courses to help you achieve your ambitions.

**Robert B Cowan**  
Head of Academic & Professional Development  
Email: robert.cowan@uws.ac.uk  
Website: [http://www.uws.ac.uk/schools/school-of-health-nursing-and-midwifery/](http://www.uws.ac.uk/schools/school-of-health-nursing-and-midwifery/)

# STAND 25
## SCOTTISH GOVERNMENT – DIGITAL HEALTH AND CARE

Digital technology plays an increasingly important role in addressing the challenges faced by health and social care services around the world.

The Scottish Government and NHSScotland have had a national eHealth Strategy in place for many years, and the national Technology Enabled Care Programme has over 160,000 users. Now we are developing a new, integrated, Digital Health and Social Care Strategy for Scotland 2017-22. Visit Stand 25 to find out more and give us your views.

**Mark Simpson**  
Communications and Engagement Manager  
Email: ehealthcommunications@gov.scot  
Website: www.ehealth.scot

# STAND 26
## SAMH (SCOTTISH ASSOCIATION FOR MENTAL HEALTH)

SAMH is a mental health charity working across Scotland. We help individuals and families who experience mental health problems, have been affected by suicide, or want to look after their mental wellbeing.

Whether it’s online, on the phone or on the high street, we can help. Through direct services, campaigning, providing information and fundraising, we’re working for Scotland’s mental health

**Alison Gilchrist**  
Communication Assistant  
Email: alison.gilchrist@samh.org.uk  
Website: www.samh.org.uk
STAND 27
HEALTH AND CARE PROFESSIONS COUNCIL

As a UK-wide statutory regulator set up to protect the public, we currently register over 350,000 professionals from 16 professions. These include dietitians, occupational therapists, physiotherapists, practitioner psychologists and speech and language therapists. Over 20,000 of these are based in Scotland within the public and private sector.

We only register professionals who meet our standards for professional skills and behaviour. We can take action against professionals who fall below these standards.

Jonathan Jones
Stakeholder Communications Manager
Email: jonathan.jones@hcpc-uk.org
Website: www.hcpc-uk.org

STAND 29
TURUN UK LTD

Turun UK is the leading patient safety provider of falls and elopement solutions, with over 20 years’ experience. We have been pioneers in helping to reduce the risk of falls from a bed, chair and toilet. We welcome the opportunity to showcase our latest innovation at our stand. You will find our latest product development to be the most valuable change seen in over 10 years.

Pedro Pereira
Managing Director
Email: marketing@turun.co.uk
Website: www.turun.co.uk

STAND 30
NMAHP RESEARCH UNIT

The Nursing, Midwifery and Allied Health Professions (NMAHP) Research Unit is a multidisciplinary national research unit, funded by the Scottish Government Chief Scientist Office based within Glasgow Caledonian and Stirling Universities.

The Unit aims to conduct high quality research that makes a difference to the lives of the people of Scotland working with NHS and other key stakeholders to identify effective sustainable interventions and practices to improve health and wellbeing.

Karen Stanton
Secretary
Email: karen.stanton@stir.ac.uk
Website: www.nmahp-ru.ac.uk

STAND 31
NHS NORTH OF ENGLAND COMMISSIONING SUPPORT

North of England Commissioning Support (NECS) is one of the leading Commissioning Support organisations in the country. The breadth and depth of our portfolio of services meet the end-to-end commissioning support needs of public sector organisations across the health and social care spectrum and beyond.

Supporting Clinical Commissioning Groups, Commissioning Support Units, Foundation Trusts, Local Authorities, NHS England and Clinical Networks. We deliver high quality, cost effective and innovative services locally, regionally and nationally.

Ben Murphy
Marketing Manager and Equality Lead
Email: benmurphy@nhs.net
Website: www.necsu.nhs.uk
STAND 32

VOICE TECHNOLOGIES

Voice Technologies is an award-winning, employee-owned software provider based in Paisley and Sheffield. We help organisations to reduce the time and cost of producing correspondence by using information and mobile workflow, speech recognition and digital dictation applications.

Voice Technologies’ team of in-house specialist developers create software including the award-winning WinVoicePro, a document creation and workflow management application, and FormStream, simple-to-use, web-based forms for paperless documentation.

Martyn Ross
Email: enquiries@voicetechnologies.co.uk
Website: www.voicetechnologies.co.uk

STAND 33

SCOTTISH IMPROVEMENT SCIENCE COLLABORATING CENTRE (SISCC)

Scottish Improvement Science Collaborating Centre (SISCC) works collaboratively to strengthen the evidence-base for the delivery of large scale sustainable improvements in health and social care across Scotland.

At the heart of our work is an ambition to develop and promote evidence-based, integrated, sustainable ways of working in and across health and social care that consistently focus on the needs of service users, carers and the public as the priority.

Gillian Clark
SISCC Administrator
Email: g.v.clark@dundee.ac.uk
Website: www.siscc.dundee.ac.uk

STAND 34

THE HEALTH AND SOCIAL CARE ALLIANCE SCOTLAND (THE ALLIANCE)

The Health and Social Care Alliance Scotland (the ALLIANCE) is the national third sector intermediary for a range of health and social care organisations. It brings together over 1,800 members, including a large network of national and local third sector organisations, associates in the statutory and private sectors and individuals.

The ALLIANCE vision is for a Scotland where people who are disabled or living with long term conditions, and unpaid carers have a strong voice and enjoy their right to live well.

Ian Welsh OBE
Chief Executive
Email: info@alliance-scotland.org.uk
Website: www.alliance-scotland.org.uk

STAND 35

AUDIT SCOTLAND

Audit Scotland supports the improvement of public services by looking at how public money is spent, and whether policies are achieving desired outcomes. We carry out extensive work on Scotland’s health and social care services. We report on health boards, councils and integration authorities, on behalf of the Auditor General and the Accounts Commission. More information can be found on our website under our ‘Transforming Health & Social Care Services in Scotland’ hub.

Carol Calder
Senior Manager
Email: ccalder@audit-scotland.gov.uk
Website: www.audit-Scotland.gov.uk
STAND 36
BRITISH DIETETIC ASSOCIATION

The British Dietetic Association (BDA) is the only body in the UK representing the whole of the dietetic workforce. We are a trade union and professional body representing the professional, educational, public and workplace interests of our members. Founded in 1936, we are one of the oldest and most experienced dietetic organisations in the world. The BDA Scotland Board is the voice of its Scottish members and represents the BDA in Scotland.

Website: www.bda.uk.com

STAND 37
TACTUUM

Tactuum are a health and social care digital solutions specialist with clients across UK and USA. We have a number of areas of expertise including:

- Quris.com – mobile clinical content delivery platform
- Self Help/Management digital services
- MHRA compliant mobile apps/decision support tools
- Large-scale, secure clinical database systems
- Digital health and social care innovations!

Mark Buchner
Director
Email: mbuchner@tactuum.com
Website: www.tactuum.com

STAND 38
APS GROUP SCOTLAND

APS Group is a marketing solutions and customer communications provider that brings brands to life across every channel, in every market, all with a local touch.

We streamline marketing and communication activities, improve processes and deliver cost savings through our creative approach, technology, sourcing skills and local insight.

Mike Lynch
Business Development Director
Email: mike.lynch@theapsgroup.com
Website: www.theapsgroup.com

STAND 39
CARE OPINION

Care Opinion (formerly known as Patient Opinion) is the UK’s leading independent, non-profit feedback platform for health and social care services.

People share their experiences, which we call stories, of health and social care services, good and bad, via the Care Opinion website. We make sure those experiences are passed to the right staff who can respond and demonstrate how feedback is used to continuously improve services.

Gina Alexander
Director
Email: gina.alexander@careopinion.org.uk
Website: www.careopinion.org.uk
STAND 40
CHANGING FACES & CLAPA

Changing Faces’ ambition is to create an enlightened society, which fully accepts and values people who have a disfigurement.

CLAPA is a UK-wide voluntary organisation specifically helping those with, and affected by, cleft lip and palate.

Rob Murray/Gillian McCarthy
Scotland Manager/Senior Regional Coordinator – Scotland
Email: Rob.murray@changingfaces.org.uk/Gillian.mccarthy@clapa.com
Website: www.changingfaces.org.org.uk/www.clapa.com

STAND 41
PATHS FOR ALL

Paths for All is the Scottish charity that champions everyday walking as the way to a happier, healthier Scotland.

Our aim is to significantly increase the number of people who choose to walk in Scotland, whether that’s leisure walking or active-choice walking to work, school or shops.

We want to create a happier, healthier Scotland, where increased physical activity improves quality of life and wellbeing for all.

Louise Cameron
Communications & Marketing Officer
Email: louise.cameron@pathsforall.org.uk
Website: www.pathsforall.org.uk

STAND 42
SCOTTISH LEARNING DISABILITIES OBSERVATORY

The Scottish Learning Disabilities Observatory was set up in 2015 to contribute to health improvement by providing information, data, and intelligence on the health and healthcare of people with learning disabilities and people with autism.

Angela Henderson
Deputy Director of Observatory
Email: angela.henderson@glasgow.ac.uk
Website: www.sldo.ac.uk

STAND 43
GLASGOW CALEDONIAN UNIVERSITY
SCHOOL OF HEALTH AND LIFE SCIENCES

The School of Health and Life Sciences, one of three academic schools at Glasgow Caledonian University (GCU), brings together the departments of Life Sciences, Psychology, Social Work and Allied Health Sciences and Nursing and Community Health.

Working in partnership with our staff, students and external stakeholders, the School of Health and Life Sciences has created a unifying vision designed to meet the 2020 University Strategy, embedding excellence, engagement and energy into every aspect of school life.

Hannah Dockery
Marketing Business Partner
Email: hannah.dockery@gcu.ac.uk
Website: www.gcu.ac.uk/hls
STAND 44
BRITISH HEART FOUNDATION

We are the nation’s heart charity and the largest independent funder of cardiovascular research. Coronary heart disease is the UK’s single biggest killer; we are leading the fight against it.

Our pioneering research is key in supporting service redesign to ensure earlier diagnosis and optimal management of people with cardiovascular disease.

Emma Wood
PS&S Events Manager
Email: pssevents@bhf.org.uk
Website: www.bhf.org.uk

STAND 45
EMPLOYEE SUPPORT SYSTEM (eESS)

eESS is the NHSScotland Employee Support System which holds and manages personal and employment data. Data is standardised across 22 Health Boards which will make reporting a lot more efficient. It will also reduce the need for a lot of the current paper forms. eESS will link with systems such as SSTS and Payroll.

The system is very secure and provides various levels of access.

Managers, Employees and HR staff will be using the following modules, as appropriate:
- Core information
- Recruitment
- Employee Relations
- Manager Self-Service/Employee Self-Service
- Learning Management
- Reporting.

Neil Warbrick
Programme Director

STAND 46
TEXTHELP

Texthelp believes that literacy is everyone’s passport to social and professional success. That’s why we’ve created smart, easy-to-use support technologies that allow people to access and understand digital content, making organisations more inclusive and productive.

Our assistive technology solutions help to realise the vision of a digital NHS. We can empower NHS staff and patients to read, write and be understood wherever and whenever services are delivered.

Aisling McElroy
Marketing Assistant
Email: a.mcelroy@texthelp.com
Website: www.texthelp.com

STAND 47
SCOTTISH AUTISM

Scottish Autism is an organisation dedicated to enriching the lives of people with autism. Established in 1968 by a group of parents, we are now the largest provider of autism-specific services in Scotland and a leading authority and advocate for good autism practice. We exist to help those diagnosed with autism to lead full and enriched lives and become valuable members of the community they live in.

We offer a large range of services for people with autism including education, day and vocational opportunities, supported living, outreach, respite and specialist transition support.

Email: autism@scottishautism.org
Website: www.scottishautism.org
### STAND 48
**SCOTTISH PUBLIC PENSIONS AGENCY**

The Scottish Public Pensions Agency (SPPA) is an executive agency of the Scottish Government.

We administer, regulate and pay pensions to members of the National Health Service, Scottish Teachers’, Police, and Firefighters’ pension schemes. We also regulate Local Government pension schemes for which Scottish Ministers are responsible.

**Carole Bertram**  
Stakeholder Liaison Officer  
Email: carole.bertram@gov.scot  
Website: www.sppa.gov.uk

### STAND 49
**DISCLOSURE SCOTLAND**

Disclosure Scotland issues certificates with details of an individual’s criminal convictions/history, or state they have none. We also manage the Protecting Vulnerable Groups Scheme.

Our services provide employers, voluntary sector organisations and those in their care, with disclosure information, to assist in the recruitment decision – helping protect the vulnerable.

**Gareth Wilks**  
Compliance Manager  
Email: dscompliance@gov.scot  
Website: www.mygov.scot/disclosure-types

### STAND 50
**STROKE ASSOCIATION**

We are the Stroke Association, the UK’s leading Stroke charity working across all four nations. We campaign for better stroke care, fund research and provide services to help stroke survivors make the best recovery possible.

Visit our stand to learn about our Stroke Recovery Service and try out My Stroke Guide our online, self-management resource; available 24/7 supporting people affected by stroke to take control of their recovery and access information, advice and peer support.

**Jen Farrelly**  
Information Officer  
Email: jen.farrelly@stroke.org.uk  
Website: www.Stroke.org.uk

### STAND 51
**PROFESSIONAL STANDARDS AUTHORITY FOR HEALTH AND SOCIAL CARE**

We help to protect the public through our work with organisations that register and regulate people working in health and social care.

We are independent and we are accountable to the UK Parliament. Our reports help Parliament monitor and improve the protection of the public. We also encourage organisations to improve the way they register and regulate health and care practitioners in the UK.

We are committed to being independent, fair, consistent, proportionate and focused on public protection.

**Karen Smith**  
Communications & Marketing Officer  
Email: karen.smith@professionalstandards.org.uk  
Website: www.professionalstandards.org.uk
STAND 52
OUR NATURAL HEALTH SERVICE

Our Natural Health Service has been developed in recognition of the value of the outdoors to improve public health. It brings the health and environment sectors closer together, developing key activities such as Green Exercise Partnership, NHS Greenspace demonstration project and numerous community Green Exercise projects with the aim to get more people becoming more active, increasing wellbeing or having more social contact.

Bridget Finton
Health & Participation Officer
Email: bridget.finton@snh.gov.uk
Website: www.naturalhealthservice.scot
www.snh.gov.uk

STAND 53
HEALTH PERFORMANCE AND DELIVERY DIRECTORATE

The directorate seeks to achieve the best health and social care outcomes for people by supporting NHSScotland to deliver the best possible performance.

We are responsible for:
- Providing policy advice to ministers;
- Unscheduled and elective care;
- Monitoring NHS performance against key targets;
- Monitoring territorial health boards and the Golden Jubilee Foundation;
- NHS resilience and emergency planning;
- Pandemic flu planning;
- NHS winter planning;
- NHS sustainability and value; and
- Digital health and care.

Alistair Pollock
Project Administrator
Email: alistair.pollock@gov.scot
Website: http://www.gov.scot/Topics/Health/Quality-Improvement-Performance

STAND 54
VISION – INTELLIGENT HEALTHCARE

Vision – Intelligent Healthcare enables nimble, collaborative working across the healthcare landscape. Predictive and adaptive it thinks ahead, processing data in smarter ways. So you can access the right information, faster, to make better decisions. Be one step ahead, wherever you are.

Matthew Macdonald
Account Manager
Email: matthew.macdonald@visionhealth.co.uk
Website: www.visionhealth.co.uk

STAND 55
HEALTH SERVICES RESEARCH UNIT AND HEALTH ECONOMICS RESEARCH UNIT

The Health Services Research Unit has established an internationally recognised portfolio of research focusing on two main programmes – Healthcare Assessment and Delivery of Care. An innovative programme of methodological research underpins this substantive portfolio of research.

HERU are a leading health economics research centre, with a reputation for delivering applied and methodological work of the highest quality across a broad range of policy-relevant fields including technology assessment, workforce, person-centred care and public health.

Caroline Burnett/Alison Horne
Office Manager/Administrator
Email: c.burnett@abdn.ac.uk/
alison.horne@abdn.ac.uk
Website: www.abdn.ac.uk/hsru/
www.abdn.ac.uk/heru
The Royal Air Force Medical Reserves offer spare-time opportunities to serve in a wide variety of roles including Pre-Hospital Emergency Care, Burns and Plastics and Primary Healthcare.

We offer the opportunity to apply and develop your clinical skills in an environment of unique personal and professional challenge, supporting the RAF in the UK and on Operations abroad.

Flt Lt Mel Strickland
Reserve Medical and Nursing Liaison Officer
Email: CRN-RecruitSelect-RMNLO@mod.uk
Website: Raf.mod.uk/recruitment

Defence Relationship Management has replaced SaBRE. Our mission is the same; to develop and maintain meaningful relationships between employers and the Ministry of Defence. In so doing, to support members of the defence family who include: service personnel including veterans, reservists, service leavers, cadet adult volunteers, spouses wounded, injured and sick.

We have a special relationship with NHSScotland that also delivers the sharing of professional best practice and development.

Colin Vooght or Ron MacGregor
Regional Employer Engagement Directors
Email: lo-reed@rfca.mod.uk or hi-empsp@rfca.mod.uk
Website: www.gov.uk/mod/employer-relations

Optometry Scotland is a non-profit making organisation established to develop and represent the views of the entire optometry sector of Optometrists, Dispensing Opticians and Optical Bodies Corporate to the Scottish Parliament, the Scottish Government Health Directorates and other relevant stakeholders.

Our aim is ‘to develop, maintain and promote a world class eye health and primary eyecare service for the people of Scotland’.

Emma Kellacher
Administrator
Email: emma.kellacher@optometryscotland.org.uk
Website: www.optometryscotland.com

The General Medical Council, General Dental Council and General Pharmaceutical Council are the respective independent regulators for doctors, dentists and dental care professionals, pharmacy professionals and pharmacies in the UK.

We protect, promote and maintain the health, safety and wellbeing of the patients and the public.

Victoria Carson
Head of Scottish Affairs, General Medical Council
Email: vcarson@gmc-uk.org
Ian Jackson
Director for Scotland, General Dental Council
Email: ijackson@gdc-uk.org
Lynsey Cleland
Director for Scotland, General Pharmaceutical Council
Email: lynsey.cleland@pharmacyregulation.org
Website: www.gmc-uk.org/www.gdc-uk.org/www.pharmacyregulation.org
STAND 60
DEFENCE MEDICAL SERVICES (ARMY MEDICAL SERVICE RESERVES)

If you’re searching for something extra from life, and would like a rewarding experience outside of normal working hours, you’ll find it all in the Army Medical Services (AMS) Reserve.

We offer the best of both worlds to people who want to experience Army life but can’t make a full-time commitment. If you can spare only 19 days a year, the AMS Reserve could offer you the training, excitement, financial incentives and challenges that you simply cannot experience elsewhere.

Samantha Wilkie
Regional Operation Support Officer
Email: 205HOSP-RHQ-ROSO@mod.uk
Website: www.army.mod.uk/medical-services/29906.aspx

STAND 61
DEFENCE MEDICAL SERVICES (ROYAL NAVY RESERVES)

The Royal Navy Reserves offer the best training, excellent professional development, good pay and conditions, and promotion prospects.

If joining the regulars is not for you and you are a qualified medical professional, why not join the Royal Naval Reserves and attend one of our 14 Royal Naval Reserve units across the UK. Minimum commitment is 24 days per year, which is paid and accumulates holiday and pension pay.

Elaine C Grist
WO1 (NN) Specialist Medical Recruiter
Email: NAVYMR-HQRNRMEDRCTWO1@mod.uk
Website: www.royalnavy.mod.uk/careers/royal-naval-reserves

STAND 62
CHIEF PROFESSIONAL OFFICERS – SCOTTISH GOVERNMENT

Visit our stand for an opportunity to discuss key issues with the teams representing the Chief Professional Officers within the Scottish Government:

- Chief Medical Officer
- Chief Nursing Officer
- Chief Dental Officer
- Chief Pharmaceutical Officer
- Chief Health Professions Officer.

Realising Realistic Medicine – “By 2025, everyone who provides healthcare in Scotland will demonstrate their professionalism through the approaches, behaviours and attitudes of Realistic Medicine”.

Jan Liddle
Business Manager
Email: jan.liddle@scot.gov
Website: www.gov.scot/Topics/Health/About/Structure

STAND 63
GENERAL PRACTICE IMPROVEMENT PROGRAMME

The General Practice Improvement Programme (GPIP) provides fast, practical improvement to reduce pressure and release efficiencies within general practice.

Working directly with clinicians and staff, the programme helps solve operational headaches and build confidence. The 12-week programme creates headspace for practices currently facing pressures and prepares them for the future.

We provide on-site expert coaching in six areas; these work areas are designed to make real and sustainable changes within your practice.

Max Pardo-Roques
Global Marketing Manager
Email: info@gpip.co.uk
Website: www.gpip.co.uk
### STAND 64
**EMIS HEALTH**

We're the UK leader in connected healthcare software and services. Through innovative IT, we're giving healthcare professionals access to the information they need to provide better, faster and cheaper patient care.

Our national reach includes clinical software used in every major healthcare setting by 10,000 organisations – from GP surgeries to high street pharmacies, community, hospitals, and specialist services. By providing innovative, integrated solutions, we're working to break the boundaries of system integration and interoperability.

**Fiona Leishman**  
Strategic Account Manager – Integrated Healthcare Sales  
Email: fiona.leishman@emishealth.com  
Website: www.emishealth.com

### STAND 65
**Q COMMUNITY**

Q is an initiative connecting people, who have improvement expertise, across the UK. Led by the Health Foundation, together with NHS Improvement, we’re creating opportunities for thousands of people to come together as an improvement community – sharing ideas, enhancing skills and collaborating to make health and care better.

Come visit our stand to meet some of the members, find out more about Q and how you can be involved.

**Ashlee Biggs**  
Senior Communications Manager  
Email: ashlee.biggs@health.org.uk  
Website: www.q.health.org.uk

### STAND 66
**SKILLS FOR HEALTH**

Skills for Health are a not-for-profit organisation committed to the development of an improved and sustainable healthcare workforce across the UK. Established in 2002, we inform policy and standards. Our service offering includes:

- Healthcare workforce consultancy and planning
- E-rostering software (Realtime Rostering)
- Elearning
- Quality assurance.

We are employers’ trusted provider of workforce and organisational development, designed to increase quality of healthcare, patient safety and productivity.

**Gillian Aitchison**  
Country Director, Scotland  
Email: contactus@skillsforhealth.org.uk  
Website: www.skillsforhealth.org.uk

### STAND 67
**NHS EDUCATION FOR SCOTLAND**

NHS Education for Scotland are a national health board working in partnership with our stakeholders to provide education, training and workforce development for those who work in health and social care.

We seek to support public service reform through our workforce planning and insight, digital systems and data handling, employee engagement and support, to benefit the whole of the health and social care sector.

**John MacEachen**  
Head of Corporate Communications  
Email: john.maceachen@nes.scot.nhs.uk  
Website: www.nes.scot.nhs.uk
**STAND 67A**

**CLINICAL SKILLS MANAGED EDUCATION NETWORK – MOBILE SKILLS UNIT**

The Clinical Skills Managed Educational Network supports excellence in clinical skills education by supporting multi-professional access to high quality skills training and clinical simulation across all geographical areas of Scotland. The Network manages a Mobile Skills Unit which provides:

- A safe learning environment for all areas of Scotland
- Mid-fidelity simulation equipment (including SimMan, SimJunior, SimBaby and SimNewB)
- Part-task trainers allowing a broad range of simulation education to be delivered.

**Andrea Baker**  
CS MEN Manager  
Email: andrea.baker@nes.scot.nhs.uk  
Website: www.csmen.scot.nhs.uk

**STAND 68**

**NHS EDUCATION FOR SCOTLAND: BEREAVEMENT AND PALLIATIVE AND END OF LIFE CARE**

NHS Education for Scotland (NES) is a national special health board providing education, training and workforce development for those who work in and with NHSScotland. NES palliative care and bereavement work focuses on supporting integrated, safe, effective and person-centred care before, at and after death. We work closely with the Scottish Social Services Council, education, third, and public sectors to enhance the provision and experience of bereavement support and palliative care.

**Dr Clare Tucker**  
Project Lead  
Email: supportarounddeath@nes.scot.nhs.uk  
Website: www.sad.scot.nhs.uk

**STAND 69**

**THE STATE HOSPITAL AND THE FORENSIC NETWORK**

The State Hospital has 140 high-secure beds for male patients (12 specifically for patients with a learning disability), requiring specialist care that matches individual needs, in conditions of maximum security. It is unique because it has the dual responsibility of caring for very ill, detained patients under mental health law and other related legislation whilst protecting them, the public and staff from harm. It is a national resource for Scotland and Northern Ireland.

The Hospital aims to rehabilitate patients ensuring safe transfer to appropriate lower levels of security, and hosts the Forensic Mental Health Services Managed Care Network.

**Caroline McCarron**  
Head of Communications  
Email: c.mccarron@nhs.net  
Website: www.tsh.scot.nhs.uk  
www.forensicnetwork.scot.nhs.uk

**STAND 70**

**HEALTHCARE IMPROVEMENT SCOTLAND**

Healthcare Improvement Scotland drives improvements in the quality of health and social care in Scotland by:

- Empowering people to have an informed voice in managing their own care and shaping how services are designed and delivered;
- Using the best available evidence to provide national clinical standards, guidance and advice;
- Delivering innovative programmes of support to help services improve; and
- Delivering scrutiny activity which leads to improvements in the care that people receive.

Email: comments.his@nhs.net  
Website: www.healthcareimprovementscotland.org
STAND 71
NHS NATIONAL SERVICES SCOTLAND

NHS National Services Scotland supports customers to deliver their services more efficiently and effectively. We offer shared services on a national scale using best-in-class systems and standards.

Our aim is to help our customers save money and free up resources so they can be re-invested into essential services. We also provide consultancy and support to help public bodies join up health and social care. Our priority is always the same. To support Scotland’s health.

Janis Heaney
Senior Customer Engagement Manager
Email: janis.heaney@nhs.net
Website: www.nhsnss.org

STAND 72
SCOTTISH AMBULANCE SERVICE

The Scottish Ambulance Service is the frontline of the NHS in Scotland, providing a scheduled and unscheduled service to a population of over 5 million people, serving all of the country’s mainland and island communities.

Our five-year strategy aims to provide the most appropriate care to every patient, whether at home or through a range of care pathways. We work collaboratively with healthcare partners to make sure the patient receives person-centred care.

Lindsay Smith
Communications Officer
Email: lindsaysmith10@nhs.net
Website: www.scottishambulance.com

STAND 73
NHS 24

NHS 24 is Scotland’s national Telehealth and Telecare organisation, providing high quality, national services to people across Scotland through telephone, web, and other digital channels.

The Scottish Centre for Telehealth and Telecare, which supports the use of technology in the delivery of health services, is also part of NHS 24. NHS 24 also delivers Breathing Space, a free and confidential telephone and online service for people with low mood or depression.

Natasha Augustus
Communications Manager
Email: natasha.augustus@nhs24.scot.nhs.uk
Website: www.nhs24.com

STAND 74
NHS HEALTH SCOTLAND

NHS Health Scotland is a national Health Board working with public, private and third sector organisations to reduce health inequalities and improve health.

We are committed to working with others and provide a range of services to support our stakeholders take the action required to reduce health inequalities and improve health.

Carrie Blair
Senior Events Officer
Email: carrie.blair@nhs.net
Website: www.healthscotland.scot
STAND 75
NHS RESEARCH SCOTLAND/SCOTTISH HEALTH INNOVATIONS LTD

Improving health and patient care through research and innovation.
- **NHS Research Scotland (NRS)** promotes and supports excellence in clinical and translational research so patients can benefit from improved treatments.
- **Scottish Health Innovations (SHIL)** works in partnership with NHSScotland to protect and develop new innovations from healthcare professionals.

Working collaboratively with NHS Boards and the Chief Scientist Office of the Scottish Government to ensure NHSScotland provides the best environment to support clinical research and drive innovation.

**Fiona Fleming**
Communications Manager
Email: fiona.fleming@nrs.org.uk
Website: www.nrs.org.uk
www.shil.co.uk

STAND 76
GOLDEN JUBILEE FOUNDATION

A national institution, independently run by its own NHS Board, the Golden Jubilee Foundation is helping to redefine the concept of the public hospital, with a vision of “Leading Quality, Research and Innovation” for NHSScotland.

The facility includes a top quality hospital with a four star hotel, conference facilities and centres for research, clinical skills and innovation. This integrated approach creates a crucible for innovation and a vibrant network for the spread of learning and best practice.

**Emma O’Neill**
Corporate Affairs Assistant
Email: Emma.O’Neill@gjnhs.scot.nhs.uk
Website: www.goldenjubileefoundation.org

STAND 77
SCOTTISH NATIONAL BLOOD TRANSFUSION SERVICE

The Scottish National Blood Transfusion Service would like to welcome and invite delegates and exhibitors to Stand 77 at the NHSScotland Event 2017 to Give Blood.

In 2016, we welcomed 176 new and regular blood donors onto our Donating Bus.

To check your eligibility to donate please visit www.scotblood.co.uk

**Jennifer Wilson**
Head of Donor Marketing and Engagement
Email: jenniferwilson4@nhs.net (please cc juliebonner@nhs.net)
Website: www.goldenjubileefoundation.org

STAND 78
HEALTH AND SOCIAL CARE INTEGRATION

A series of talks and conversations on topics including two ‘Day in the Life of a Chief Officer’ discussions chaired by Geoff Huggins, insight into working relationships with Partnerships from the Carers Coalition and the Red Cross as well as deeper dives into primary care, children’s services, tackling unscheduled care and engaging with local communities.

Come and meet Scottish Government’s Integration team, analytical services experts from ISD and integration colleagues from across Scotland.

**Kate Cunningham**
Communications Manager
Email: kate.cunningham@gov.scot
Website: www.gov.scot/Topics/Health/Policy/Health-Social-Care-Integration
MDT Global Solutions will be showcasing the ‘Extraction in Action’ Car which is a purpose built, simulated 4 x door car which has been constructed into three sections. The car creates an outdoor simulation for an indoor training environment with all the challenges of managing a patient or patients within a confined space. The Motor Sports Team will be running scenarios with the car throughout both days of the Event.

Rob Clark  
CEO & Co-Founder  
Email: robclark@mdtglobalsolutions.com  
Website: www.mdtglobalsolutions.com

Save a Life for Scotland is a collaboration of partners who increase CPR skills amongst the population. The partnership includes a wide range of organisations from the public and voluntary sectors and a range of affiliated supporters. We’re aiming to train an additional 500,000 people in Scotland with CPR skills by 2020. Come and learn CPR – it only takes about 5 minutes. Find out how you can get involved with Save a Life for Scotland.

Lisa MacInnes  
National Programme Manager  
Email: lisa@savealife.scot  
Website: www.savealife.scot
FURTHER INFORMATION

The exhibition hall includes over 70 exhibitors who will be showcasing their services. There will be lots of activities and things to do and see in the exhibition hall so remember to get involved and show your support to our exhibitors. Refreshments and lunch will be served in the exhibition hall.

The exhibition hall will be open during the following times:

- Tuesday 20 June................. 08:45 – 16:30
- Wednesday 21 June............. 08:45 – 16:00

NAME BADGES
Please wear your name badge throughout the NHSScotland Event and be sure to get it scanned at the badge scanning point located in the Exhibition Hall. This is your ticket into the Event and all pre-booked sessions. Your list of registered sessions are printed on the back of your badge. It is important that you attend all the sessions you signed up for as the session leads will be expecting you at their session.

FILMING AND PHOTOGRAPHY
Please be aware that there will be photography and filming at the Event. These images will be used on the website, and for publicising the Event and for more general use in promoting the work of NHSScotland. Should you have any issues with being filmed or photographed please be sure to advise a member of our events team on the day.

ROVING REPORTER
There will be a roving reporter at this year’s Event who will capture highlights from the Event over the two days. The reporter will also be looking to record delegate comments and feedback which will be available after the Event on the website.

SAFETY AND SECURITY
Please note that property or bags should not be left unattended anywhere on campus. Any items found should be handed into the Information Desk on the SEC Concourse.

WI-FI
Free wi-fi is available throughout the SEC.
- Select SEC wi-fi from your phone settings and input your email address to connect.
- If you experience any problems with your wi-fi connection please go to the SEC information desk located in the main concourse.
CAPTURE YOUR LEARNING FROM THE SESSIONS

Use this sheet to capture your learning from the sessions at the event.

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<th>Session:</th>
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CAPTURE THE CONTACTS YOU MADE

Use this sheet to capture the details of the people you meet at the event and those who you plan to follow-up with after the event.

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NOTES
NOTES
The NHSScotland Event wouldn’t be possible without the hard work, commitment and support of a number of people. We would like to thank everyone involved in making the NHSScotland Event 2017 possible.

EVENT BOARD
Paul Gray (Chair)
Jason Leitch
Geoff Huggins
Catherine Calderwood
Fiona McQueen
Colin Brown
Andrew Wilkie
Andrew Scott
Kenneth Hogg
Trish Leddy
Michael Kellet
Shirley Rogers
Paul McLeay
Jill Young
Susan Manion
Brian Houston
Gregor Smith

EVENT STEERING GROUP
Colin Brown (Chair)
Andrew Wilkie
Justine Duncan
Wilma Brown
Selina Stephen
Alison Taylor
Simon Williams
Philip Raines
Mark Hannan
Alex Joyce
Suzie Jones
Rachael Dunk
Donna Davidson
Veronica Moffat
Laura Murison
Laura Drummond

EVENT DELIVERY TEAM/ PROGRAMME LEADS
Veronica Moffat (Event Manager)
Andrew Wilkie (Event Director)
Rachael Dunk (Programme Lead)
Selina Stephen and Suzie Jones (Programme Leads)
Donna Davidson (Poster Lead)
Simon Williams (Shared Learning Lead)
Laura Drummond
Dan Morris
Laura Murison
Kellie Bradford

EVENT LOGISTICS
Eventage

EVENT SUPPLIERS
APS Group Scotland
Creative Koala
Mirage TV
Whitespace
Young Media

EVENT PARTICIPANTS
Pennie Taylor (Event Chair)
Session co-ordinators
Session speakers and facilitators

THE VENUE
SEC management, technical and catering team

OTHER EVENT EXHIBITORS AND SPONSORS
We would like to thank all of our exhibitors for choosing to support the Event, and for adding to the experience of our delegates.
Scotland’s outdoors: Our Natural Health Service
naturalhealthservice.scot

Making more use of our natural assets can contribute to a wide range of health outcomes.

Our Natural Health Service is a cross-sector initiative seeking to mainstream green exercise into health policy and practice.

To find out how use of the natural environment can support your work, speak to our team at Stand 52.