Hospital Matrons Forum

Enhancing skills – sharing best practice - overcoming challenges

Wednesday 10th June 2015, Austin Court, Birmingham
Since their reintroduction, Modern Matrons have been at the vanguard of both care delivery and the NHS reforms. They play an instrumental role in the modernisation and future delivery of healthcare.

Matrons provide expert clinical leadership and the assurance of high standards of clinical care as part of ten key responsibilities. These can be grouped into four main areas: environmental cleanliness, infection control, clinical standards and patient experience.

This one day training event will look at how you can maximise your ability to be an effective matron. It will provide an opportunity for current matrons and aspiring matrons to learn from others through networking and discussion and to reflect on their future career progression.

This event is a must for matrons new in their role, but also for more established matrons wishing to further develop and finely tune their skills and learn for others working with similar challenges.

Specific issues to be addressed include:

- Doing the right things, at the right time, in the right place
- Developing and maintaining effective strong leadership
- Patient safety, quality, staffing and skill mix
- Working and influencing across the organisation from the ward to the Trust board
- An update on nursing revalidation
- Developing the right communication skills – resolving problems with patients and relatives
- Managing an efficient clinical environment
- Assessing the challenges faced by today’s matrons and how may these be overcome
- Case study ‘Listening into Action’ – how patient experience has been improved through listening exercises

An interactive session will allow delegates to discuss their own current challenges and best practice ideas whilst networking at their tables. These challenges and ideas will be shared with the whole audience. This presents an opportunity to learn with colleagues from around the country.

To reflect the importance of the matron role and the need for sharing best practice within trusts and teams, we are able to offer significant group pricing discounts, to allow a number of your team to attend.

Send a team of three matrons for only £750

The event will be led by Helen Young, Director of Nursing and Midwifery, Birmingham Women's Hospital NHS Foundation Trust. Helen is an 'amazing motivational and inspirational speaker'.

After training as a nurse at Westminster Hospital in London, Helen held Sisters posts in surgery and critical care and medicine before setting up a Nurse Led Development Unit with Leeds University. This fuelled her passion for developing nursing practice, education and leadership. She went on to complete her Masters in Education and take on roles as Head of Practice Development in Guys and St Thomas and then Chelsea and Westminster.

Helen has held senior nursing and executive roles in a number of large acute Trusts including East Kent, Conwy & Denbighshire, Croydon University Hospitals Trust, Oxford University Hospitals Trust, Kings College Hospital FT, as well as six years in a national role as Clinical Director and Chief Nurse for NHS Direct.

She is currently Director of Nursing and Midwifery at Birmingham Women’s NHS Foundation Trust.

She is a also a Trustee of Dorothy House Hospice and President of her local Soroptimist International Club, and organisation that works to empower, educate and enable women and girls in the UK and internationally.
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tbody>
<tr>
<td>9.30am</td>
<td>Registration</td>
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<tr>
<td>10.00am</td>
<td>Introduction from the chair</td>
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<tr>
<td>10.05am</td>
<td>Developing a well defined matron role – Are matron’s doing everything they should be doing? Doing the right things, at the right time, in the right place</td>
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<td>Dr David Foster, Deputy Director of Nursing and Midwifery Advisor, Department of Health</td>
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<td>10.30am</td>
<td>Questions</td>
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<td>10.40am</td>
<td>Being an effective leader</td>
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<td>• Strong visible team leadership</td>
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<td>• Transformational leadership</td>
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<td>• Mentoring and coaching</td>
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<td>• Succession planning</td>
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<td>• Top tips how to overcome challenges faced by today’s matron</td>
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<td>Helen Young</td>
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<td>11.10am</td>
<td>Questions</td>
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<td>11.20am</td>
<td>Coffee</td>
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<td>12.00am</td>
<td>Patient safety, Quality, Staffing and skill mix – getting it right every time</td>
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<td>• Workforce planning</td>
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<td>• People and performance management</td>
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<td>Louise Lees, HR Lead and Trixie McAree</td>
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<td>12.30pm</td>
<td>Sharing current challenges and best practice ideas – networking at your table with fellow matrons. Discuss a problem area and how this may be tackled. Share ideas with the floor</td>
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<td>1.15pm</td>
<td>Lunch and networking</td>
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<td>2.00pm</td>
<td>Working and influencing across the organisation from the ward to the Trust board</td>
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<td>• How to balance financial pressures with patient safety</td>
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<td>• Other examples of best working practices</td>
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<td>Helen Young</td>
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<td>2.30pm</td>
<td>Revalidation – an update on current progress and issues you will need to address from a revalidation pilot site</td>
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<td>Speaker from a pilot validation site</td>
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<td>3.00pm</td>
<td>Tea/coffee</td>
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<td>3.15pm</td>
<td>Developing the right communication skills – resolving problems with patients and relatives</td>
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<td>• complaint scenarios</td>
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<td>Amy MacLean, Patient Experience Manager</td>
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<td>3.45pm</td>
<td>Case study: Listening into action</td>
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<td>How we have improved patient experience through listening</td>
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<td>Liz James</td>
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<td>Carole Stafford, Matrons, Leicester Hospitals NHS Trust</td>
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<td>4.15pm</td>
<td>Conclusions, learning points from the day and end of day</td>
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<td>4.30pm</td>
<td>End of day</td>
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Sponsorship opportunities
For information on sponsorship and exhibition opportunities please contact Conventus on 01926 863564 or email sponsorship@conventus.net
Hospital Matrons Forum
Wednesday 10th June 2015, Austin Court, Birmingham

To book your place
online booking at www.conventus.net

Booking form

First Delegate
Title                                      First name        Surname
Position                                  Email:

Second Delegate
Title                                      First name        Surname
Position                                  Email:

Third Delegate
Title                                      First name        Surname
Position                                  Email:

Organisation
Address
Postcode
Telephone:                               Fax:
E-mail:
Special dietary requirements
Number of delegates
  @  £ =
  +VAT @ 20% =
  TOTAL =

Please delete as appropriate

*I enclose a cheque for £

*Please invoice the organisation

Invoice name and address if different from above:

Signed:
Contact name:
Purchase order no:

NHS
Early Bird
NHS First delegate only
£265 + VAT (£318)
Second delegate
£245 + VAT (£294)
Commercial Early Bird
£299 + VAT (£358.80)
Book before 22nd May 2015

Early Bird
NHS First delegate only
£265 + VAT (£318)
Second delegate
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Commercial Early Bird
£299 + VAT (£358.80)
Book before 22nd May 2015

NHS Group Bookings
Three places only £750 + VAT (£900)
Offer runs throughout booking period

Fees:
  NHS 1st delegate  £299 + VAT (£358.80) Fee includes Teas, coffees, lunch and conference papers.
  NHS 2nd delegate  £289 + VAT (£346.80)
  Commercial sector £325 + VAT (£390)

All payments must be received before the conference date. A VAT invoice will be issued on receipt of booking. Please send BACS remittance as confirmation of payment. If payment is not received by the conference date we reserve the right to make an additional administration charge of £50.00 per delegate.

Booking conditions
Reservation is a contract. It is regretted that refunds cannot be made. Substitutions are welcome at any time and must be notified to Conventus in writing.

Note: The programme was correct at time of going to print. Conventus cannot accept responsibility for later changes due to unforeseen circumstances.

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Contact name:
Purchase order no:

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