

# Developing the Ward Sister / Department Manager

A practical guide to strengthening the skills needed for this role

Wednesday 23rd May 2018, Austin Court, Birmingham

“ While the overall leadership culture of the trust is important, often it is the local ward leadership, medical as well as nursing, that is critical to achieving high-quality care. ”

State of Care in Acute Hospitals,  
Care Quality Commission,  
March 2017

“ Excellent day -  
motivating and challenging ”

## Totally inspiring

Really enjoyed the day and have taken a lot from it - will definitely recommend to colleagues

I found the day motivational and inspiring. A great opportunity to reflect on my role

A very informative day, great for sharing experiences and ideas

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Ward sisters are central to achieving high standards, competence and a caring culture. However, for years the development of nurses in this vital role has been neglected and many nurses have made the transition to ward sister through a process of trial and error.

Whether you are currently a Ward sister, or aspiring to be one, this event provides a unique opportunity to learn from the experiences of other Ward sister's and Nurse Directors to develop your skills as an effective Ward sister. Through national updates and practical case studies the conference will update Ward sisters on essential issues to enable you to improve practice and leadership at a local level.

This conference is suitable for current and aspiring Ward Sisters/Charge Nurses and Senior Nurses

#### **This conference will enable you to:**

- Network with Ward sisters, Aspiring Ward sisters and those who support them
- Develop your skills as an Effective Ward sister
- Improve your leadership skills and empower others
- Improving communication skills at ward level including frontline management of complaints, feedback and concerns
- Learn from experienced Ward sisters about how they handle difficult issues, manage workload and work life balance and improve the way they work
- Develop your local strategy to improve and change the way you think about patient experience

The role of the ward sister/charge nurse has been highlighted as one of the most important in the NHS (Sprinks, 2010), particularly in relation to change management, vision and role modelling, and providing developmental opportunities for more junior staff. The ward sister as the "linchpin" of the clinical area, drawing together patient safety, experience and the coordination of the multidisciplinary team. The role is fundamental to ensuring high standards of care are achieved and maintained, and that patients' experiences are optimised (Royal College of Nursing, 2009).

Ward sisters are the public face of hospitals, and represent a level of management, authority and leadership to patients (RCN, 2011). They are also role models and advisers to both nursing and multidisciplinary teams (Department of Health, 2008).

Other issues that will be addressed include:

- Team leadership and performance management
- The ward sister's business checklist - staff, patient care, patient experience
- Motivation, coaching, resilience
- Managing finances, budgets and complaints
- Putting complaints to bed - Making patients happier earlier
- Creating a culture that determines the morale of the team
- Preparing for CQC inspections
- Ensuring effective staffing and skill mixes
- Working as a team
- Moving from a failing ward to an award winning ward - how did we do it?
- Case study: Running an efficient ward
- Case study: Going into a struggling team - how to survive and thrive
- Case Study: The ward manager experience

**Group Booking Discount**  
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to register by phone, please call 01926 863564, or by fax on 01926 320220, or online at [www.conventus.net](http://www.conventus.net)

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**Chair: Kerry Bloodworth, Former Deputy Director of Nursing, Nottingham University Hospitals NHS Trust**

**9.30am Registration**

**10.00am The Ward sister's role in team leadership and performance management**

- Motivation
- Resilience
- Coaching

**Prof. Helen Young, Former Director of Nursing and Midwifery, Birmingham Women's Hospital**

**10.45am Q/A**

**11.00am Change management - what you need to know and how to do it**

**Kerry Bloodworth, Former Deputy Director of Nursing, Nottingham University Hospitals NHS Trust**

**11.30am Morning Tea and Coffee**

**12.00am Put complaints to bed - Making patients happier earlier**

**Amy Maclean, Head of Patient Experience, Birmingham Women's Hospital NHS Foundation Trust**

**12.30pm Case study 'Running an efficient ward'**

- Improving quality of care and safety
- Effective staffing and skills mix
- Preparing for a CQC inspection
- Effective 'roostering'
- The role of the ward sister
- Creating a culture that determines the morale of the team
- Creating an environment where everyone wants to work
- Top tips how to overcome challenges faced by today's ward manager

**Joy Radtschenko, Ward Manager, UHCW NHS Trust**

**1.00pm Lunch and networking**

**2.00pm 'Going into a struggling team - How to survive and thrive'**

**Sam Turney, Sister, John Radcliffe Hospitals NHS Trust, Oxford**

**2.30pm Case study 'The Ward Manager Experience'**

- My Leadership - Clinical in NHS and Army
- Team Work
- From a failing ward to an award winning ward - how did we do it?
- My role in patient quality
- Going above and beyond

**Rebecca Warren, Ward Manager, Midland Centre For Spinal Injuries,  
Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation trust**

**3.00pm Q and A session - How to overcome the challenges currently facing ward managers**

**3.30pm Conclusions, learning points from the day and end of day**

## Sponsorship opportunities

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and post to:  
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Kenilworth, CV8 2JY

## Booking form

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Book before  
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Position

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Title First name Surname

Position

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Title First name Surname

Position

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Special dietary requirements

Number of delegates @ £ =

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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:

Fees: NHS delegate £295 + VAT (£354.00) Fee includes: Teas, coffees, lunch and conference papers.

2nd NHS delegate £275 + VAT (£330.00) Fee includes: Teas, coffees, lunch and conference papers.

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

Gooseberry Hall, Hollis Lane, Kenilworth, CV8 2JY  
Tel: 01926 863564 Fax: 01926 320220

Online booking:  
[www.conventus.net](http://www.conventus.net)

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