

## **QUALITY ACCOUNT STAKEHOLDER WORKSHOP**

**Tuesday 5<sup>th</sup> February 2019**

**RICHMOND 3, HOLIDAY INN, SCOTCH CORNER, DL10 6NR**

**9.00am to 12.30pm**  
**(Lunch will be available at 12.00pm)**

### **PROGRAMME**

9.00 – 9.30	Registration & Refreshments	
9.30 – 9.35	Welcome & arrangements for the session	Hugh Griffiths Non-Executive Director
9.35 – 9.45	Performance against Quality Metrics	Chris Lanigan Head of Planning, & Business Development
<b><u>Progress against current Quality Account Priorities and our plans for the future</u></b> <b><u>(Each of these slots will consist of a presentation and a Question &amp; Answer session)</u></b>		
9.45 – 10.05	<i>Reduce the number of Preventable Deaths</i>	Jennifer Illingworth Director of Quality Governance
10.05 – 10.20	<i>Improve the clinical effectiveness and patient experience at times of Transition from Child to Adult services</i>	Leanne McCrindle Head of Quality Governance & Compliance
10.20 – 10.35	<i>Improve the personalisation of care planning</i>	Michael Cowan Lead Officer, Care Programme Approach
10.35 – 10.55	Break	
10.55 – 11.05	<i>Develop a Trust-wide approach to dual diagnosis which ensures that people with substance misuse issues can access appropriate and effective mental health services</i>	Wolfgang Kuster Consultant Psychiatrist
11.05 – 11.20	<i>Review our Urgent Care services and</i>	Helen Embleton

	<i>identify a future model for delivery</i>	<b>Urgent Care Pathways Lead</b>
11.20 – 11.50	Table discussions, feedback and further questions	<b>Elizabeth Moody Director of Nursing &amp; Governance</b>
11.50 – 11.55	Next Steps	<b>Chris Lanigan Head of Planning &amp; Business Development</b>
11.55 – 12.00	Closing Remarks	<b>Hugh Griffiths Non-Executive Director</b>
12.00	Lunch	