Transforming Accident and Emergency Services: Shaping a Framework Fit for the Future

A Public Policy Exchange Symposium

Wednesday 6th November 2013
10:15am – 4:30pm
Central London

Public Policy Exchange holds regular interactive seminars which provide an invaluable interface for policy discussion, debate and networking. These special events offer local practitioners, civil servants and other stakeholders not only an insight into current policy thinking, but also the opportunity to feed into future development across all areas of public policy.
Overview

NHS urgent and emergency care services provide life-saving care for patients who need medical help quickly and unexpectedly. Growth in the number of people using emergency services is leading to mounting costs and increased pressure on resources. There were approximately 24m calls to NHS urgent and emergency care telephone services and 21.7m attendances at A&E departments, minor injury units and urgent care centres with 5.2m emergency admissions to hospitals in 2012/13. The rising cost of ambulance services in England is currently estimated to be about £1.1bn per year whilst the number of patients waiting at least two hours outside A&E before ‘handover’ has risen by two-thirds in one year.

In England, patients admitted to hospital as an emergency at the weekend have a significantly increased risk of dying compared to those admitted on a weekday. Furthermore, overcrowding of A&E departments is causing a deterioration of performance and impacting negatively on patient experience. Consistent services across all 7 days of the week are required to provide high-quality and safe care. Transforming urgent and emergency care services in England is one part of a national approach to improving the way NHS services are delivered so that patients get high-quality care from an NHS that is efficient now and secure for future generations.

With local commissioning at its heart, the Urgent and Emergency Care Review was announced in January 2013, seeking to look into the way the NHS responds to, and receives, emergency patients. An NHS England steering group has developed an evidence base for change, identifying areas for improvement in the current system of urgent and emergency care. The review aims to provide a national framework to ensure high-quality and consistent standards are offered across the country.

As we await a national planning framework for urgent and emergency care and a revised evidence base in the Autumn, this timely symposium provides an invaluable opportunity to explore how a ‘whole-system’ approach can be adopted in order to commission more accessible, integrated and consistent urgent and emergency care services to meet patients’ unscheduled needs. The symposium will explore how CCGs can organise local urgent and emergency services according to local issues and patient needs within a national A&E framework that is fit for the future.

The Urgent and Emergency Care Review opens a key conversation: how can our A&E services deliver the best outcomes for patients and for our communities in the future? Our A&E departments are under considerable pressure: staff are saving lives and helping people recover from injury using the best clinical expertise and technologies in the world. In some cases, such as heart attack and stroke, we have learnt that patients get better outcomes by going straight to specialist centres and not to A&E.”

- Chief Executive, NHS England, June 2013

Accommodation

Through our partnership with HotelMap, we are able to offer our delegates heavily discounted hotel rates at a wide range of London hotels. To view hotel availability and rates and to book online, visit www.HotelMap.com/MSNUZ/

Alternatively, if you would like to book your accommodation by phone, you can call Daniel Spinner at HotelMap, on 020 7292 2335 quoting Special Reference Code MSNUZ

Why Attend?

✓ Examine the structure of the urgent and emergency care system following the review of A&E services
✓ Discuss how first class clinical care in serious emergencies can be provided and access to local services for less serious problems can be improved
✓ Explore how the emergency and urgent care system can be developed to ensure high-quality and consistent standards of care
✓ Consider how the fragmented system can be improved and integrated to deliver better outcomes for patients and meet their needs locally

Who Should Attend?

• Emergency Services
• Ambulance Services
• Commissioning Directors
• Emergency Care Leads
• Strategic Health Authorities
• NHS Organisations
• CCG Clinical Leaders
• Care Trust CEs
• Medical Directors
• Public Health Directors
• Foundation Trust CEs
• Public Health Practitioners
• NHS Trust CEs
• Private Health Services
• Mental Health Practitioners
• Family Health Teams and Outreach Workers
• Health Visitors
• General Practitioners
• Clinical Managers
• General Dental Practitioners
• Pharmacists
• Health Service Professionals
• Children’s Services Professionals
• Midwives
• NHS Training Departments
• Clinical Quality Directors
• Directors of Performance
• Heads of Quality and Patient Safety
• Heads of Procurement
• Heads of Estate
• Heads of Innovation and Development
• Preventative Health Professionals
• Paediatricians
• Social Services
• Business Sectors
• Health and Wellbeing Managers
• Occupational Health Managers
• HR Professionals
• Integrated Disabled Services
• Local Safeguarding Boards
• Local Authority Officers and Councillors
• Central Government Departments and Agencies
• Voluntary and Community Organisations
• Third Sector Practitioners and Organisations
• Trade Unions
• Equality, Diversity and Human Rights Practitioners
• Academics and Researchers

Enquiries: 0845 606 1535
www.publicpolicyexchange.co.uk
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### Programme

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>09:30</td>
<td>Registration and Morning Refreshments</td>
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<tr>
<td>10:15</td>
<td>Chair’s Welcome and Introduction</td>
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| 10:30 | Panel Session One: Transforming Urgent and Emergency Care Services – Towards First Class Care for All  
  - Reviewing Urgent and Emergency Care Services – Setting Out Proposals for Organising Care Efficiently to Meet the Needs of Patients  
  - Working with Clinical Commissioning Groups – Developing a National Framework to Help CCGs Ensure High-Quality, Consistent Standards of Care  
  - Exploring the Next Steps for Setting and Meeting Standards in Emergency Care – Reducing and Managing Demand, Challenges of Commissioning Out-of-Hours Care  
  - Addressing Problems in Handover from Ambulance to A&E – Ensuring Patient Flow Through an A&E Department to Maintain a High-Quality and Safe Service |
| 11:15 | Morning Refreshments                                                  |
| 11:30 | Open Floor Discussion and Debate with Panel One                     |
| 12:30 | Networking Lunch                                                     |
| 13:30 | Panel Session Two: Meeting the Needs of Patients – Driving Continual Improvement and Delivering Better Outcomes  
  - Providing Timely Access to Supporting Specialties to Enable Appropriate Admission and Tackling the Higher Weekend Mortality Rate Through Improved Service Provision and Availability of Consultants  
  - Improving the Way Care is Offered Between Hospitals, Primary and Community Care and Social Services through Better Integration and Communication  
  - Delivering the Best Outcomes for Patients and for Our Communities in the Future – Improving the Capacity and Sustainability of the Current Workforce  
  - Developing the Number and Consistency of Emergency and Urgent Care Networks – Drawing on Examples of Good Practice Between Local Communities |
| 14:15 | Afternoon Refreshments                                               |
| 14:30 | Open Floor Discussion and Debate with Panel Two                     |
| 15:30 | Chair’s Summary and Closing Comments                                  |
| 15:40 | Networking Reception                                                  |
| 16:30 | Close                                                                |

**Please note that the programme is subject to change without notice**

### Event Details

**Date:** Wednesday 6th November 2013  
**Time:** 10:15am – 4:30pm  
**Venue:** Central London

### Forthcoming Events

- **The Role of Local Authorities in the New Universal Credit System**  
  8th October 2013
- **Child Protection in the Digital World: Safeguarding Young People Online**  
  9th October 2013
- **Training and Skills: Widening Participation in Community Learning**  
  10th October 2013
- **Beyond the Horsemeat Scandal: Restoring Public Confidence in Food Standards**  
  15th October 2013
- **Dying with Dignity: Improving End of Life Care**  
  16th October 2013
- **Biodiversity 2020: The Challenge for Local Authorities and Public Bodies**  
  16th October 2013
- **From System to Service and Support: Putting Victims of Crime First**  
  17th October 2013
- **The Role of Local Authorities in Dealing with Rogue Landlords**  
  22nd October 2013
- **Positive for Youth, Positive for Society: The Future of Young People’s Services**  
  23rd October 2013
- **Domestic Violence and Young People: Tackling Teenage Relationship Abuse**  
  23rd October 2013
- **Surveillance by Consent: A New Code of Practice for CCTV and ANPR**  
  24th October 2013
- **The Future of the High Street: The Next Steps Towards Revitalising Our Town Centres**  
  24th October 2013
- **The Future of Local Libraries and Cultural Services**  
  5th November 2013
- **Fairness and Transparency: Clamping Down on Rogue Bailiffs and Debt Collectors**  
  26th November 2013

### Marketing and Exhibition Opportunities

We offer a range of opportunities to enable your organisation to raise its profile and communicate with key decision makers in the public sector.

For further information please contact Parvin Madahar on 020 3137 8630 or email parvin.madahar@publicpolicyexchange.co.uk

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www.publicpolicyexchange.co.uk
# Transforming Accident and Emergency Services: Shaping a Framework Fit for the Future

**6th November 2013**

## Terms & Conditions

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Cancellations are to be submitted in writing no later than 30 days prior to the event. All cancellations carry an administration charge of £100 + vat. Cancellations received within 30 days of the event will be subject to the full delegate fee; however a delegate substitute may be made if requested in writing. There will be no refunds for non-attendance. Payment is due upon receipt of invoice.

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## Delegate Fees

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<th>Category</th>
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<tr>
<td>Local Voluntary/Community Organisations</td>
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<tr>
<td>Academic/National Charities/Local Authorities/NHS</td>
<td>£295</td>
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<td>Central Government/Business Sector</td>
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## Conference Materials

If you are unable to attend the conference but would like to receive the supporting documentation, then please send back this form with payment details and indicate the number of copies you would like to receive. (PDF = £95 + vat, Hard Copy = £95 (VAT not applicable).

## Contact Details

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<th>Department</th>
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## Total amount £

+ VAT at 20%

Please tick as appropriate:
- Please invoice my organisation
- I enclose a cheque
- I will pay by Government Procurement Card/Credit/Debit Card

## Methods of Payment

**Credit/Debit Card:** Call our payment line on 020 3137 8616

**BACS:**
Bank: HSBC, Sort Code: 40-07-13, Account No: 22028328, Account Name: Public Policy Exchange Limited. Email BACS remittance to remittance@parlicentre.org

**Cheque:** Please ensure delegate name and organisation are on the back of the cheque, and make payable to: Public Policy Exchange, Accounts Department, Unit N0001, Westminster Business Square, 1-45 Durham Street, London SE11 5JH

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## Signed

**Date**

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