

Day 1 – 26th September 2005 – National Patient Safety Agency, Maple Street W1, Room 6 & 7

- 9.15am** Meet at Thistle Hotel, Euston reception, to be escorted to The National Patient Safety Agency
- 10-10.30am** **Introduction/welcome** - Susan Williams, Joint Chief Executive, National Patient Safety Agency
- 10.30-10.45am** **Tea / Coffee**
- 10.45am-12.00pm** **Overview of the NHS and context setting** - Suzette Woodward, Deputy Director of Safer Practice and Nursing & Head of Patient Safety Improvement & Elizabeth Davies, Head of Policy, Planning & Partnerships
- 12.00-2.00pm** **Directors Welcome Lunch** – Bertorelli's, 19 Charlotte Street, Fitzrovia
- 2.00-2.45pm** **The Role of the National Patient Safety Agency** – Dr Sally Adams, Incident & Investigations Advisor
- 2.45-3.15pm** **Introducing the National Clinical Assessment Service** - Professor Alastair Scotland, Director NCAS
- 3.15-3.30pm** **Tea / Coffee**
- 3.30-4pm** **National Health Service Litigation Authority** – Ruth Symons, Risk Manager, NHSLA
- 4-5pm** **Patient and Public Involvement, Overview of National Health Service structures for lay participation and NPSA's experience** - Peter Mansell, Director for Patient Experience
- 5-5.30pm** **Healthcare Commission** – Murray Devine, Safety Strategy Lead, Healthcare Commission
- 6.30pm-Late** **Trip on the London Eye for all delegates of the TJCHA**
- Coach departs from NPSA at 6pm for 7pm flight on The London Eye. Westminster Bridge Road, SE1 7PB

**Day 2 – 27th September 2005 – Royal Institute of Great Britain, 21
Albemarle Street, London, W1S 4BS**

9.30-10am	Delegates meet at The Conversation Room at The RIGB
10-11.00am	National Reporting and Learning System Overview – Clive Flashman, Head of National Reporting and Learning Systems
11.00-11.15am	Tea / Coffee
11.15-1pm	National Reporting and Learning System detailed review continued – Clive Flashman, Head of National Reporting and Learning Systems
1-2pm	Lunch
2-3pm	Patient Safety Introduction, Vincristine Video – Julie Parry, Patient Safety Manager Wales and West and Wendy Martin, Patient Safety Manager
3-3.30pm	Tea /Coffee
3.30-4.30pm	Role of Patient Safety Manager, Questions & Answers – Julie Parry, Patient Safety Manager Wales & West and Wendy Martin, Patient Safety Manager

Day 3 – 28th September 2005 - Royal Institute of Great Britain, 21 Albemarle Street, London, W1S 4BS

9.30-10am	Delegates meet at The Conversation Room at The RIGB
10-10.45am	Risk Assessment – Dr Mike Rejman – Risk Assessment Manager
10.45-11am	Tea/Coffee
11-11.30am	Introduction to Epidemiology and Research – Professor Richard Thomson, Director of Epidemiology and Research
11.30-12pm	Statistics - AhMun Kuan, Head of Statistics
12-12.30pm	R and D and Prioritisation - Tara Lamont, Head of Prioritisation
12.30-1pm	Patient Safety Observatory - Sarah Scobie, Head of Observatory
1-2pm	Lunch
2-3pm	Measuring Safety Culture in Healthcare Organisations - Dr Jane Carthey, Safety Improvement Specialist
3-3.30pm	Tea / Coffee
3.30-4.30pm	Being Open – Dr Jane Carthey, Safety Improvement Specialist

**Day 5 – 30th September 2005 – Royal Institute of Great Britain, 21
Albemarle Street, London, W1S 4BS**

8.30-9am	Delegates meet at The Conversation Room at The RIGB
All Day	Root Cause Analysis Training Day – Dr Sally Adams, Incident Investigation Advisor and Donna Forsyth, Patient Safety Manager South Region
9-9.50am	Introduction – Root Cause Analysis Training Day
9.50-10.30am	Getting started - Case Study
10.30-10.50am	Tea / Coffee
10.50-12pm	Gathering and mapping the information
12-12.30pm	Identifying the problems
12.30-1pm	Lunch
1-2.15pm	Analysing the information
2.15-3.45pm	Incident Decision Tree – Karen Baker, Project Manager IDT
3.45-4pm	Tea / Coffee
4-5.30pm	Generating solutions
	Final Questions and Summing-up

Day 6 – 3rd October 2005 – Royal Institute of Great Britain, 21 Albemarle Street, London, W1S 4BS

Safer Practice Day

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| 8.30-9am | Delegates meet at The Conversation Room at The RIGB |
| 9-9.30am | Introduction – Professor Sir John Lilleyman, Medical Director |
| 9.30-10am | Safety Management Approach within Connecting for Health – Dr Maureen Baker CBE, Head of Postgraduate Professional Education and Special Clinical Adviser |
| 10-10.30am | Tea/Coffee |
| 10.30-11am | Introduction – Dr Helen Glenister, Director of Safer Practice |
| 11-11.45am | Team Climate Assessment Measure project – Georgina Fletcher, Human Factors Specialist |
| 11.45-12.30am | Naso Gastric Tube Work – Patricia Bain, Patient Safety Manager South Yorkshire |
| 12.30-1.30pm | Lunch |
| 1.30-2pm | Safer Wards for Acute Psychiatry – Kathryn Hill, Head of Safer Practice/Mental Health Lead |
| 2-2.30pm | Safer Patient Identification – Chris Ranger, Head of Safer Practice |
| 2.30-3.00pm | Developing Safety Solutions - Wendy Harris, Head of Safety Solutions |
| 3.00-3.15pm | Tea/Coffee |
| 3.15-3.45pm | Hospital Design – Colum Menzies Lowe, Head of Design and Human Factors |
| 3.45-4.15pm | Hospitals at Night – Dr Sally Adams, Incident Investigation Advisor |
| 4.15-4.45pm | Overview of Week with Questions & Answers – Dr Sally Adams, Incident Investigation Advisor |
| 4.45-5.00pm | Farewell - Dr Helen Glenister, Director of Safer Practice |