



**WESTMINSTER
HEALTH FORUM**

Leadership and management in the NHS 23rd March 2010

CONDITIONS FOR USE OF TRANSCRIPTS:

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, apart from where it is indicated that the text was supplied by the speaker, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt please contact the forum first.

Contents

About this Publication	3
Agenda	4
Session chair's opening remarks Lord Walton of Detchant, Independent Crossbench Peer (<i>transcript</i>)	5
NHS finance and leadership Roger Steer, Director, Healthcare Audit Consultants (<i>transcript</i>)	6
Leadership and sector reform Dr James Britton, Consultant Physician, Dermatologist and Dermatological Surgeon, Spire Hull and East Riding Hospital and Managing Director, Meddserve (<i>transcript</i>)	10
Effective management and improving efficiency Dr Stephen Dorgan, Partner, McKinsey & Company (<i>transcript</i>)	13
Engaging staff and management Steve Barnett, Chief Executive, NHS Confederation (<i>transcript</i>)	15
Questions and comments from the floor (<i>transcript</i>)	18
Session chair's closing remarks Lord Walton of Detchant, Independent Crossbench Peer (<i>transcript</i>)	25
Session chair's opening remarks Stephen Hesford MP, Member, Health Select Committee (<i>transcript</i>)	27
Innovation and leadership development - empowering and training the workforce Christine Bamford, Director of Leadership and Organisational Development, National Leadership and Innovation Agency for Healthcare (<i>transcript</i>)	28
Management and education - delivery on the ground Dr Robert McEwan, Executive Director of Operations and Business Development, County Durham and Darlington NHS Foundation Trust (<i>transcript</i>) Emma Shipley, Associate Director of Learning and Organisational Development, County Durham and Darlington NHS Foundation Trust (<i>transcript</i>)	34 36
Quality and performance improvement in the NHS Professor John Oakland, Executive Chairman, Oakland Consulting (<i>transcript</i>)	38
Implementation and workforce training Sir Andrew Cash, Chief Executive, Sheffield Teaching Hospitals NHS Foundation Trust (<i>transcript</i>)	41
Questions and comments from the floor (<i>transcript</i>)	43
Session chair's closing remarks Stephen Hesford MP, Member, Health Select Committee (<i>transcript</i>)	51
Comment Dr James Britton, Consultant Physician, Dermatologist and Dermatological Surgeon, Spire Hull and East Riding Hospital and Managing Director, Meddserve	52
List of Delegates Registered for Seminar	53
Contributor Biographies	58

About this Publication

This publication reflects proceedings at the Westminster Health Forum Keynote Seminar: Leadership and management in the NHS held on 23rd March 2010. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Health Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. It's copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Health Forum are acknowledged. We would also appreciate being informed.

Westminster Health Forum

4 Bracknell Beeches
Old Bracknell Lane West
Bracknell,
Berkshire, RG12 7BW

T: 01344 864796

F: 01344 420121

publications@westminsterforumprojects.co.uk

Directors

Peter van Gelder

Chris Whitehouse