



WESTMINSTER
HEALTH FORUM

Priorities for urgent care and implementing the Emergency and Urgent Care Review 6th December 2016

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

<u>About this Publication</u>	3
<u>Agenda</u>	4
<u>Session Chair's opening remarks</u>	
Rt Hon the Lord Lansley , former Secretary of State for Health (2010-2012) <i>(transcript)</i>	6
<u>Implementing the recommendations of the Emergency and Urgent Care Review</u>	
Professor Keith Willett , Director for Acute Episodes of Care, NHS England <i>(transcript)</i>	7
Questions and comments from the floor <i>(transcript)</i>	13
<u>Achieving value for money in urgent and emergency care</u>	
Ashley McDougall , Director, Local Service Delivery, National Audit Office <i>(transcript)</i>	16
<u>Challenges for the regulation, inspection and rating of emergency care services</u>	
Edward Baker , Deputy Chief Inspector of Hospitals, CQC <i>(transcript)</i>	20
<u>Priorities for improving patient care and experience and maximising efficiencies</u>	
Adam Sewell-Jones , Executive Director of Improvement, NHS Improvement <i>(transcript)</i>	25
Questions and comments from the floor with Professor Keith Willett , Director for Acute Episodes of Care, NHS England <i>(transcript)</i>	29
<u>Session Chair's closing remarks</u>	
Rt Hon the Lord Lansley , former Secretary of State for Health (2010-2012) <i>(transcript)</i>	36
<u>Session Chair's opening remarks</u>	
Karin Smyth MP <i>(transcript)</i>	37
<u>Meeting workforce priorities in emergency care services</u>	
Gordon Miles , Chief Executive, Royal College of Emergency Medicine <i>(transcript)</i>	38
<u>Challenges for ambulance trusts: meeting targets, patient safety and promoting staff welfare</u>	
Rod Barnes , Chief Executive, Yorkshire Ambulance Service NHS Trust <i>(transcript)</i>	41
Dr Philip Foster , Director, Planned and Urgent Care, Yorkshire Ambulance Service NHS Trust <i>(transcript)</i>	43
<u>Measuring the impact of the urgent care vanguard sites on care</u>	
Dr Stewart Findlay , Chief Clinical Officer, NHS Durham Dales, Easington and Sedgefield Clinical Commissioning Group and Board Member, NHS Clinical Commissioners <i>(transcript)</i>	45
<u>'The Urgent and Emergency Care Challenge - Right Child, Right Place, Right Skills'</u>	
Dr Claire Lemer , Associate National Clinical Director, Children, Young People and Transition to Adulthood, NHS England <i>(transcript)</i>	47
<u>Developing the role of NHS 111 in reducing pressure on services</u>	
David Davis , National Clinical Lead, NHS 111 Integrated Urgent Care Workforce Development Programme, NHS England <i>(transcript)</i>	49
Questions and comments from the floor <i>(transcript)</i>	53
<u>Keynote concluding remarks</u>	
Professor Keith Willett , Director for Acute Episodes of Care, NHS England <i>(transcript)</i>	61
<u>Session Chair's and Westminster Health Forum closing remarks</u>	
Karin Smyth MP <i>(transcript)</i>	64
Sam Dolton , Producer, Westminster Health Forum <i>(transcript)</i>	65
<u>List of Delegates Registered for Seminar</u>	66
<u>Contributor Biographies</u>	71
<u>About the Core Sponsors of the Westminster Health Forum</u>	74

Please be advised that speakers' PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker's text. Please note that not all speakers are able to grant permission for us to include their slides.

About this Publication

This publication reflects proceedings at the Westminster Health Forum Keynote Seminar: Priorities for urgent care and implementing the Emergency and Urgent Care Review held on 6th December 2016. 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. Its 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

UK Headquarters
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