



**ONE DAY EDUCATIONAL SEMINAR & WORKSHOP**

# **'A FRESH APPROACH TO MAKING A MEASURABLE DIFFERENCE'**

**TUESDAY 11<sup>TH</sup> JUNE 2013**

**ST DAVID'S HOTEL & SPA  
CARDIFF, WALES**

**Featuring Keynote Speaker Jacqui Fletcher**



JACQUI FLETCHER, Lead - Harm, Free Care, Midlands & SHA.

Fellow: National Institute for Health & Clinical Excellence. Editor: Wounds UK. RGN, MSc Wound Healing & Tissue Repair, BSc (Hons) Healthcare Studies (Nursing), P.G. Cert (Education), FHEA

**& Presentation with Workshop from Matt Tite**

Measurement Expert

NHS Institute for Innovation and Improvement

**ONE DAY EDUCATIONAL SEMINAR & WORKSHOP**  
**‘A FRESH APPROACH TO MAKING A MEASURABLE DIFFERENCE’**

**AGENDA:**

**Monday 10<sup>th</sup> June**

7.00pm Reception Dinner, with Welcome from Graham Ewart

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**Tuesday 11<sup>th</sup> June**

9.00am Introduction (Graham Ewart)

9.15am **OUR BIGGEST CHALLENGE TODAY** (Jacqui Fletcher)

10.15am Coffee

10.45am Q&A Session

11.15am **MEASUREMENT & DELIVERING ‘HARM FREE CARE’ IN THE NHS** (Matt Tite)

12.15pm Q&A Session

12.45pm Lunch

1.45pm Workshop Session (Matt Tite)

Key Objectives:

- Understand how to do ‘real’ analysis
- Understand how to test changes to improve outcomes
- Use data to improve decision-making and identify real improvements

3.00pm Coffee

4.00pm Workshop Session - ‘Real Time’ Clinical Needs & Manufacturing (Jon Lewis)

5.00pm Close (Graham Ewart)

Please indicate if you would like to reserve a place at the evening meal\* and/or require accommodation to be arranged\* when you RSVP: [sales@direct-healthcare.org.uk](mailto:sales@direct-healthcare.org.uk) / 0845 459 9831.

*\* evening meal, travel and accommodation costs will be covered by Direct Healthcare Services*

**ABOUT JACQUI FLETCHER** Jacqui Fletcher is currently the Lead for Harm Free Care for Midlands and East Strategic Health Authority, her primary focus is driving the ambition 'To Eliminate all avoidable category 2,3 and 4 pressure ulcers. Jacqui also holds the honorary titles of Fellow: National Institute for Health and Clinical Excellence and Editor: Wounds UK.

Prior to this she was Senior Lecturer at the Wound Healing Research Unit Cardiff University and Principal Lecturer, School of Nursing and Social Work, University of Hertfordshire. She has an honorary clinical contract at Cardiff and Vale NHS Trust. Prior to this she worked as a Clinical Nurse Specialist in Tissue Viability in an integrated Trust in West Yorkshire from 1992 – 1996 and as Professional Development Lead for Salford Royal Hospitals NHS Trust from 1996 – 1997.

In 1997 Jacqui moved into the Higher Education sector where she has led both a BSc and MSc in Tissue Viability. She is a committee member for the International Wound Infection Institute. Jacqui is also a member of the Editorial Advisory Board for International Wounds Journal, the Journal of Wound Care and Wounds UK journal. She has published widely and speaks at both national and international conferences. She is an advisor for the Royal College of Nursing and actively participates in many projects for the National Institute of Health and Clinical Excellence. (NICE).

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**ABOUT MATT TITE** Matt Tite is a Measurement Associate in the NHS Institute for Innovation and Improvement. Matt has a Six Sigma Black Belt in service improvement from the Juran Institute. Matt has led upon the measurement aspects of many national Initiatives within the NHS Institute working as a part of the Safer Care teaching faculty.

Matt's core role within the Institute is to present and develop NHS staff to use practical 'maths' within projects. Matt is an expert on Statistical process control (SPC), using it to understand improvements, flow, capacity and demand. Matt led upon the Safer Care Trigger tool portal and the 'Productives' Module impact Framework web tool, both analytical tools designed to highlight safety issues within the NHS and return on Investment of quality improvements.

He has worked nationally for the Modernisation Agency, The Prime Ministers Delivery Team and the NHS Institute for the past 12 years. Matt has directly worked upon improvement projects in acute, mental health, community and primary care settings.