

THE MODERNISATION AGENDA FOR MANAGERS SAMPLE POLICY UPDATE SEMINAR

ASSURING QUALITY IN THE NHS

**Outline Work Programme
prepared by
Dr. Patricia Oakley
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who will facilitate the discussions.**

The Francis Reports will shape how service and education and training commissioning and performance management will develop over the next few years and policy period. At the same time, the service will be reconfigured to better support elderly care while the new science and technology policy is implemented to improve early diagnosis and therapeutics. This seminar will update you on the 2010-2015 policy developments and introduce the issues of developing and assuring “Quality” in the health and social care.

The key questions we will address are:

- What does a service “wrapped around the patient,” especially the elderly, look like?
- What does “professionalism” mean in the 21st Century and how do you get it?
- How can the new commissioning arrangements work to support cultural and clinical changes?
- What does “Quality Assurance” look like at Board level and how do you develop the metrics to support it?
- What does Mr. Justice Sheen’s management connectivity and “Respectful Listening” mean in the NHS?

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