

**Best Western Yew Tree Lodge Hotel  
Kegworth, Derby DE74 2DF  
30 March 2010**

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09.00	Registration, coffee and networking
09.30	Welcome & Chair: Professor Dame Catherine Elcoat DBE Director of Nursing & Patient Care, NHS East Midlands
09.40	Keynote Speaker: Suzanne Hinchliffe CBE Chief Operating Officer/Chief Nurse, University Hospitals of Leicester Driving-up quality of nursing care, <ul style="list-style-type: none"><li>• Energising for Excellence</li><li>• High Impact Actions</li></ul>
10.10	Presentation: Ann Jackson, RCN Learning and Development Facilitator The role of the ward manager in improving patient care
10.30	Facilitated Workshop: What are the implications of the quality initiatives for ward staff?
11.00	Coffee break and opportunity to network
11.20	Feedback and questions
11.35	Presentation: Derek Butler, MRSA Action UK 'Good' nurses deliver 'good' care, User views on what makes a good nurse
11.55	Facilitated Workshop: What attributes make a 'good nurse'? How can these attributes be measured
12.25	Presentation: Dr Kim Manley CBE, Manager for Resources Learning and Improving, Lead for Quality Standards, Learning & Development Institute Practice Standards for Nursing
12.55	Feedback and Questions
13.10	Lunch and Networking
14.00	Chair: Dr Sheila Marriott, Regional Director, East Midlands Region
14.10	Presentation: Dr Helen Moss, Associate Director of Nursing, NHS East Midlands Patient care metrics – Strategic fit
14.30	Facilitated Workshop: Measuring overall quality of care – Creating a picture of your care environment and what key elements would you suggest to measure it.
15.10	Tea
15.30	Feedback and questions
15.50	Presentation: Nichola Lawrence, Senior Matron, Chesterfield Royal Hospital FT How measurement of key indicators improves patient care
16.10	Presentation: Dr Sheila Marriott & Dr Kim Manley, CBE Next Steps and what the RCN can offer
16.30	Closing remarks

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