



Welsh Emergency Department Frequent Attenders Network

Innovation Through Legislation Conference 2016

Welcome Programme



Monday 17th October
Broneirion Conference Centre
9.00am - 16.30pm



WEDFAN

Welcome To

Welcome to WEDFAN 2016 Innovation through Legislation

This one day conference is an opportunity for members of every Emergency Department and Minor Injury Unit in Wales, and our partners, to come together for the first time to discuss the challenges and needs of those members of our community who use our services on a regular basis.

Its central theme is "Innovation within Legislation" and will discuss how our roles as providers and supporters of emergency care sit within the new "Social Services and WellBeing Act", the "Future Generations Act" and the "Making a Difference: Investing in Sustainable Health and Well-being for the People of Wales" Public Health Wales Report.

Our aim is to provide a platform for the presentation of ideas, innovation and experience, and a chance to network and meet others facing the same challenges as us. We look forward to welcoming you all to WEDFAN 2016 in the beautiful surroundings of Mid Wales.

www.wedfan.org

Conference Sponsor

Frontier Medical Group is a market leading group engaged in the manufacture and supply of Pressure Area Care, Infection Control and Harm Reduction products to healthcare providers in the UK and internationally.

www.frontier-group.co.uk



9.00 - 9.30	REGISTRATION	
9.30 - 10.00	WELCOME AND INTRODUCTIONS Anna Sussex - WEDFAN	
10.00 - 10.30	RESPONDING INNOVATIVELY TO THE NEEDS OF COMPLEX PATIENTS - SETTING THE SCENE CLAIRE BEVAN - EXECUTIVE DIRECTOR OF QUALITY, SAFETY AND PATIENT EXPERIENCE, WELSH AMBULANCE SERVICE NHS TRUST	
10.35 - 11.20	THE CARDIFF STORY ANNA SUSSEX - FREQUENT ATTENDERS SERVICE CARDIFF AND CALE	
11.20 - 11.40	REFRESHMENT BREAK	
11.40 - 12.25	COMMUNITIES FIRST - HOW IT WORKS IN PRACTICE GEMMA HICKS - DEPUTY CLUSTER MANAGER COMMUNITIES FIRST	
12.30 - 13.15	NEIGHBOURHOOD PARTNERSHIP MODEL NICOLA EVANS - INTEGRATED PARTNERSHIP MANAGER CARDIFF PARTNERSHIP BORAD	
13.15 - 14.00	LUNCH	
14.00 - 14.45	WORKSHOP A ANNA SUSSEX, WILL ADAMS, ROBIN APATTERSON Practicalities of setting up a frequent attender service. <ul style="list-style-type: none"> • IT • Information sharing protocols • Finances • Mental Health / Capacity Act • Legal implications • Management Plans 	WORKSHOP B GEMMA HICKS, CERAI DAVIES <ul style="list-style-type: none"> • Types of support available • Time credits • Homeless frequent attenders
14.45 - 15.00	REFRESHMENT BREAK	
15.00 - 15.45	WORKSHOP A ANNA SUSSEX, WILL ADAMS, ROBIN APATTERSON Practicalities of setting up a frequent attender service. <ul style="list-style-type: none"> • IT • Information sharing protocols • Finances • Mental Health / Capacity Act • Legal implications • Management Plans 	WORKSHOP B GEMMA HICKS, CERAI DAVIES <ul style="list-style-type: none"> • Types of support available • Time credits • Homeless frequent attenders
15.50 - 16.20	EVALUATION & CLOSE PANEL - INTERACTIVE Q&A SESSION / PLANS FOR THE FUTURE	
16.30	CONFERENCE END	

SPEAKERS

 Follow us @WEDFAN_NHS



Anna Sussex

Senior Nurse & Case Load Manager, Frequent Attender Service.

Cardiff & Vale



Nicola Evans

Integrated Partnership Manager

Cardiff Partnership Board



Claire Bevan

Executive Director of Quality, Safety and Patient Experience.

Welsh Ambulance Service NHS Trust



Gemma Hicks

Deputy Cluster Manager

STAR Communities First

WORKSHOP FAILITATORS



Ceri Davies

Senior HUB Officer, Homeless Services

Cardiff Council



Robin Petterson

Frequent Caller Lead

Welsh Ambulance Service NHS Trust



Will Adams

Liaison Psychiatric Nurse
Emergency Department

Cardiff and Vale UHB