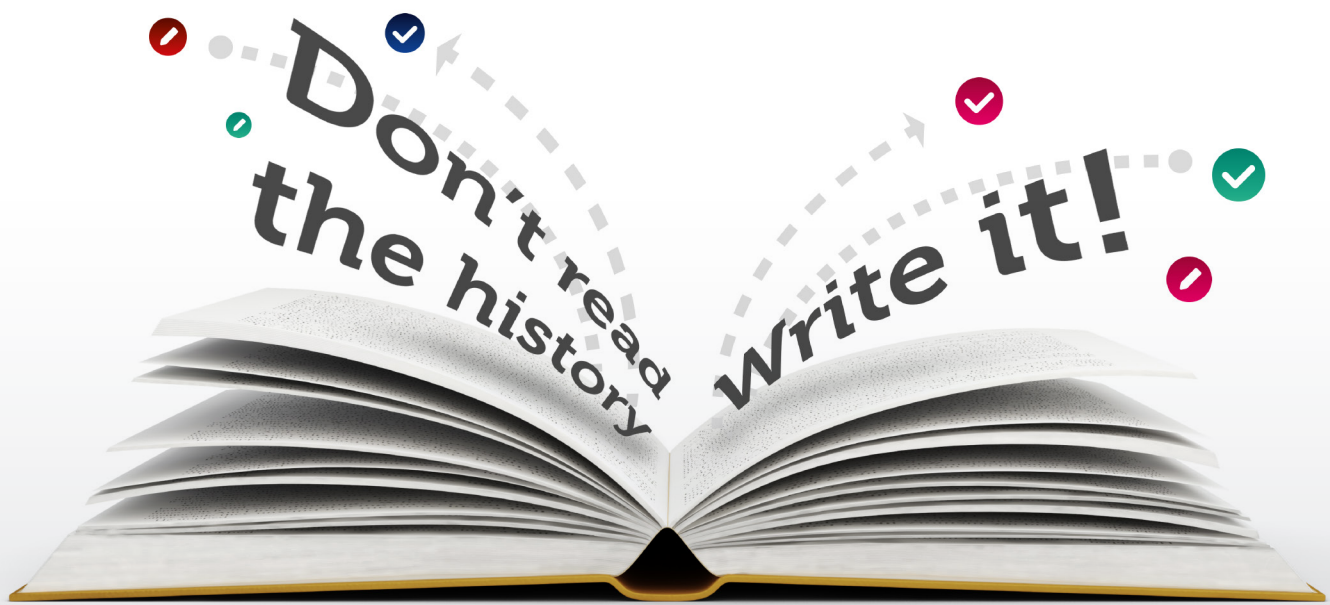


2018 Annual Conference



21st century public services

The Institute for
Continuous Improvement
in Public Services

ICiPS
COLLABORATE • INNOVATE • EDUCATE

Welcome to the 2018 ICiPS conference #Icips18.

Agenda

0900 - 0930	Coffee and registration	
0930 - 0940	Welcome	Debbie Simpson
0940 - 1020	Key note speaker Paul Sloane	Thinking differently
1020 - 1040	Dr Mohammad Al-Ubaydli, Patients Know Best	Innovative thinking in service design
1040 - 1105	BREAK, networking & winner displays	
1105 - 1125	Gill Phillips – CEO Whose Shoes	Citizen improver award winner; thinking differently about customer service
1125 - 1155	Nick Jackson - Director, Sales Development Leader, Oracle	Artificial Intelligence; impact and opportunities
1155 - 1200	Thinking differently – lunchtime museum challenge	
1200 - 1310	Lunch and networking	
1310 - 1430	Facilitated session Paul Sloane	Innovative Thinking
1430 - 1445	BREAK	
1445 -1505	Graeme Hall Joint MD Brandon Medical	What can be changed through innovative thinking
1505 - 1525	Sarah Woledge BBC	New approaches to process design
1525 - 1600	Expert Debating Panel Stephen Ray - Healthcare Partnership Manager - Bayer Rita Green - Senior Partner - Catalyst Andy Sandford - Director - We are Lean and Agile Nick Jackson – Director Sales Development - Oracle Dr Sanjay Bhasin - Lean/ CI and L&D Practitioner - HMPPS	Experts offer their advice and opinion on key questions relating to innovation in public service delivery
1600	Close	Debbie Simpson

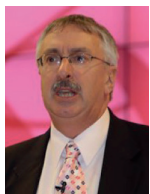
Chair



Debbie Simpson is the founder and acting CEO of ICiPS prior to which she worked as a senior civil servant at DEFRA. Debbie has worked in the public and private sectors holding a number of senior positions including Senior Civil Servant at DEFRA Shared Services, Interim Transformation Director at Centro (West Midlands Passenger Transport), Head Of Department at Harrogate College, Group Head of Transformation at Arvato Government Services and MD of her own businesses. A Fellow of the Chartered Institute of Personnel Development, draws on her experience to build solid businesses and develop strategic relationships that deliver the highest standards of customer satisfaction. Debbie was listed by the Lean management Journal as one of the top 25 most influential people in Europe for her work in CI; she is a Member of Loughborough University Centre for Service Management steering group and a Lay Member of the Planning and Resources Committee at the Royal College of GP's.

Speakers

Paul Sloane



We are delighted to welcome Paul Sloane as our key note speaker; an entertaining, thought provoking, motivational speaker and a recognised expert on lateral thinking, innovation, crowdsourcing and leadership. Paul is the author of 30 books on lateral puzzles, creativity, innovation and leadership. Over 2 million copies of his books have been sold

Dr Mohammad Al-Ubaydli, CEO



Mohammad is founder and CEO of Patients Know Best. He trained as a physician at the University of Cambridge; worked as a staff scientist at the National Institutes of Health; and was a management consultant to US hospitals at The Advisory Board Company. Mohammad is the author of seven books, including Personal health records: A guide for clinicians and Streamlining Hospital-Patient Communication: Developing High Impact Patient Portals. He is also an honorary senior research associate at UCL medical school for his research on patient-controlled medical records. In 2012 he was elected an Ashoka Fellow as a social entrepreneur for the contributions he has made to patient care.

Speakers (cont)



Nick Jackson (FCMA, CGMA) - Director, Sales Development Leader, Oracle

Throughout his varied career Nick has been focussed on two things: improving public services and getting best value for money, whether that be for taxpayers or clients. He has held senior operational roles within UK central government, most recently as Director, Corporate Services at Ofsted. Prior to that Nick was Head of Financial Strategy and Planning at the Ministry of Justice, and Head of Government Finance Professionalism at the Treasury. Before returning to the civil service Nick worked for 14 years' management consulting with EY and Capgemini. He led a broad range of finance and performance management programmes across central and local government, as well as with clients in utilities and financial services. Nick has been a co-opted member of CIMA's Council since 2009 and is a CIMA membership assessor.

Nick joined Oracle in 2016 to help further their position across the public sector as a key partner in public service delivery. With the increasing adoption of Cloud based services by public sector organisations it is important that Oracle demonstrates its service-based approach, and responsiveness to customers' developing requirements. Since July 2017, Nick has led Oracle's sales development team working across the UK and Ireland, bringing insight on the challenges facing CFOs and finance functions in different organisations.



Graeme Hall Joint MD Brandon Medical

Graeme began his journey at Nottingham and Cranfield Universities, from which he graduated with degrees in Manufacturing Engineering and Manufacturing Management. Previous roles included Manufacturing Engineer at Ford Motor Company, Manufacturing Development Manager at Premier Farnell PLC and Deputy Managing Director of Farnell Cayson Ltd.

Today, Graeme is the Joint Managing Director of Brandon Medical Co Ltd with his brother Adrian. He also serves as a Director of Medilink Yorkshire & Humber, a professional association dedicated to growing the Healthcare Technology sector. Graeme was awarded "Director of the Year" by the Institute of Directors in 2010 for his role in the development of Brandon Medical into a well-respected medical technology business.



Gill Phillips – CEO Whose Shoes

Gill is known for gently but firmly pushing boundaries, challenging stereotypes, stigma and silo thinking. She is listed in both the Health Service Journal's Top 50 Inspirational Women and Top 50 Innovators, and named as one of the most influential social media users in healthcare. Gill is the creator of Whose Shoes?®, a revolutionary multi-perspective approach to transforming health and social care services; highly commended by the West Midlands Academic Health Science Network in 2016. In developing this concept, she recognised that seeing issues from different perspectives can help build social movements for change.

Gill tweets as @WhoseShoes and has built a network of nearly 24,500 followers. Gill is an international speaker, including speaking at conferences in Malta, Paris, Puerto Rico and Australia.



Sarah Woledge

Sarah has been working in Lean and Continuous Improvement for over 20 years. Learning her craft in the Aerospace industry while implementing Lean factory design at Lucas, Sarah has gone on to work across a variety of sectors from Nuclear to Charity, from Healthcare to Banking. Sarah has run improvement events and workshops in all sorts of unusual places including ambulance stations, Bank of England vaults, the Malawi blood service and inside the BBC Breakfast studio.

Sarah has helped develop improvement cultures in factories, NHS organisations, banks and even in Cambodian NGOs. One thing has remained true across all of these adventures; there is always opportunity for improvement, as long as you are innovative in how you do it.

Expert Debating Panel

Stephen Ray - Healthcare Partnership Manager - Bayer

Rita Green - Senior Partner - Catalyst

Andy Sandford - Director - We are Lean and Agile

Nick Jackson – Director Sales Development - Oracle

Dr Sanjay Bhasin - Lean/ CI and L&D Practitioner - HMPPS

Exhibitors



Catalyst (awards sponsor)

We are a training and consulting company, enabling results for our clients by helping improve efficiency, service and overall performance through lean methodology and lean six sigma training.

Catalyst Consulting provides training and consultancy solutions that develop the right skills to help create and deploy a culture of continuous improvement. We always seek to work in partnership with our customers with an overriding aim of transferring skills and expertise. Our approach results in you saving valuable time and money, improving service and enhancing both customer and employee satisfaction.



We are Lean and Agile (awards sponsor)

We offer software and training to help our customers improve their processes. The software is widely used in Holland by over 100 Public Sector bodies and private sector companies such as Schiphol Airport and Bavaria Beer. In our first year in the UK we are already working with 15+ Local Authorities/ public sector bodies to improve their processes.

The software helps you by creating fully costed process models live in a workshop, engaging stakeholders and giving them a sense of ownership over the improvements, thereby gaining buy in and easing implementation of changes. The product supports a continuous improvement culture and real savings are shown by comparing your 'As Is' and 'To Be' processes. As well as improving engagement this is a timesaving tool for your analysts making business improvement 20-40% faster.

The cost of the software is covered by the time saved by just a single analyst using it. The cost is negligible compared to the many benefits. Every company will see benefits from using this tool.

If you need to improve your processes making cost savings, improving compliance or speed of delivery (and even all three) contact us for a demo, free trial or to buy www.weareleanandagile.com



Renault-Nissan Consulting

Renault-Nissan Consulting provides Lean Consultancy and training support that draws on over 28 years experience helping our parent company and numerous other organisations.

Born out of Renault and Nissan’s internal improvement journey and with operations across the globe, we work across the Public Sector from local government to the Fire and Police Services and NHS.

Our practical approach makes us a Market Leader in helping companies achieve Operational Excellence via Lean. Coming from the industry that invented Lean, we draw on the practical experience of helping apply Operational Excellence methodologies within our global business, and bringing expertise of the highest quality to our clients.



Bayer: Science For A Better Life

Bayer is a global enterprise with core competencies in the Life Science fields of health care and agriculture. Its products and services are designed to benefit people and improve their quality of life. At the same time, the Group aims to create value through innovation, growth and high earning power. Bayer is committed to the principles of sustainable development and to its social and ethical responsibilities as a corporate citizen. In fiscal 2016, the Group employed around 115,200 people and had sales of EUR 46.8 billion. Capital expenditures amounted to EUR 2.6 billion, R&D expenses to EUR 4.7 billion. These figures include those for the high-tech polymers business, which was floated on the stock market as an independent company named Covestro on October 6, 2015. For more information, go to www.bayer.co.uk

Exhibitors (cont)



CIMA: Chartered Institute of Management Accountants

In 2017, members of CIMA and AICPA formed the Association of International Certified Professional Accountants to unite and strengthen the accounting profession globally. Representing an influential network of more than 650,000 members and students in management and public accounting.

CIMA helps individuals and businesses to succeed by harnessing the full power of management accounting. We provide CPD services, fund academic research, develop thought leadership, maintain a code of ethics for members, and work with tuition providers and assessment services to provide the best study experience



The Lean Competency System (LCS)

The Lean Competency System (LCS) is a university developed and industry recognised lean qualifications framework for developing lean thinking knowledge and practical skills in the workplace. We are a community of LCS practitioners, discussing, creating and sharing ideas about lean systems and processes.



Oracle

Oracle, a global provider of enterprise cloud computing, is empowering businesses of all sizes on their journey of digital transformation. Oracle Cloud provides leading-edge capabilities in software as a service, platform as a service, infrastructure as a service, and data as a service.



Patients Know Best (PKB)

Patients Know Best (PKB) is a patient-controlled record that is delivered as an Integrated Digital Care Record (IDCR) and patient portal that is hosted on the HSCN (N3) network and available on any internet enabled device. By connecting with the IT systems across primary, secondary, community and mental health services and taking a copy of the data, PKB enables one consolidated and patient- owned record. Each organisation chooses what data to share and the patient decides what aspects they share and to who.

The architecture is built around the patient allowing for explicit consent and granular privacy labels. The consent is also dynamic meaning a patient can amend what they are sharing with who at any time. PKB have integrated across nearly all vendors, either at a national level (EMIS, SciStore, NWIS) or local basis TPP (using the reporting extract), Cerner, RiO, Ensemble, Rhapsody, Lorenzo etc. A number of these integrations also feature Single-Sign On, including with Emis. PKB is delivering some of the largest integration and citizen-centric programmes across the UK, including powering the Care Information Exchange in North-West London that aims to integrate across 170 organisations covering 2.3 million citizens. The IDCR will be used in Surrey to connect 1.1million people across all associated health and care services. In Wales, there is a national programmes for diabetes, enabling all 16-24 year olds across all health boards to use the patient portal. There is also a once for Wales agreement for any Health Board to implement PKB if they decide to use patient-held records. In addition, PKB is used across 60 NHS Trusts/services at an organisational level.

ICiPS 2018 award winners including:

Local Green Points

Award nominee in the category of Collaboration – an opportunity to look at the work on recycling initiatives and the key role that collaboration played in its success.

Notes

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Keep the conversations,
knowledge and ideas flowing;
network online at icips.org



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