

Building trust in people and places

9-10 March 2017, Cumberland Lodge, Windsor Great Park

Thursday 9 March	
<p>14.00-17.00</p> <p>Flitcroft (plenary)</p> <p>Hodgson, Sandby & Greening (groups)</p>	<p>International seminar session: regulation and registration, trust and the workforce of the future Chair: Harry Cayton (plenary session) Jean Moore, Ivy Bourgeault, Chris Robertson (groups)</p> <p>How will professions' scope of practice be governed, and how will changes be negotiated in a context of rapid technological advancement and greater pressure for flexibility and adaptability? How can regulators and holders of registers provide assurance to the public at the same time as supporting a changing workforce and innovative practice? How will new professions and occupations be brought into the fold, with a clear offer and professional standards? How will regulation and registration secure public trust in the workforce of the future?</p> <p>Regulatory barriers and facilitators to optimising health professional scopes of practice: it's more than professional regulation <i>Professor Ivy Lynn Bourgeault, CIHR Chair in Gender, Work and Health Human Resources, University of Ottawa</i></p> <p>Impacts of state level dental hygienist scope of practice on oral health outcomes in the population <i>Dr Jean Moore, Centre for Health Workforce Studies, University at Albany School of Public Health, State University of New York</i></p> <p>Developing the role of clinical research practitioners in the NHS: fostering professionalism in a new occupation <i>Dr Fiona O'Neill, Head of Workforce and Learning, National Institute for Health Research</i></p> <p>Perspectives from Australia <i>Chris Robertson, Executive Director Strategy and Policy, Australian Health Practitioner Regulation Agency</i></p> <p>From omni-potency to transparent competency: scope of practice revisited in Belgium <i>Koen Lowet, Managing Director, Flemish Association for Clinical Psychologists</i></p>
19.00	Drinks reception
19.30	Dinner

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<p>Session 1 09.30–10.45</p> <p>Flitcroft</p>	<p>Welcome and opening comments <i>Professor Rosalind Searle, Professor of Organisational Behaviour and Psychology, Centre for Trust, Peace and Social Relations, Coventry University</i> <i>Harry Cayton, Chief Executive, Professional Standards Authority</i></p> <p>Trust, care and regulation Chair: Rosalind Searle</p> <p>‘Right-touch trust’: thoughts on trust in healthcare Samantha Peters, Chief Executive and Registrar, General Optical Council</p> <p>Pastoral power and the regulation of osteopaths Professor Gerry McGivern, Professor of Organisational Analysis, Warwick Business School</p> <p>Building trust in regulation: applying learning from a global study into utilities regulation to health regulation Tim Aldrich, Associate Director, Public Sector & Health, KPMG LLP (UK)</p>
<p>10.45-11.00</p>	<p>Break (Lodge bar)</p>

<p>Session 2 11.00-12.15</p>	<p>Parallel A Hodgson Workshop: is medical revalidation building trust and assurance in doctors? Insights from current evaluations and a recent review</p> <p><i>Dr Julian Archer, Senior Clinical Lecturer in Medical Education, University of Plymouth (GMC funded study UMbRELLA)</i></p> <p><i>Professor Kieran Walshe, Professor of Health Policy and Management, Manchester Business School (DH funded study led by the Alliance Manchester Business School)</i></p> <p><i>Judith Chrystie, Assistant Director, Policy Information and Change, General Medical Council</i></p> <p><i>Dr Susanne Caesar, RCGP Medical Director for Revalidation and HEE Wessex Appraisal Service Lead</i></p>	<p>Parallel B Flitcroft Fitness to practise and complaints (1) Chair: Mark Stobbs Doctors' experiences and their perception of the most stressful aspects of complaints processes in the UK: an analysis of qualitative survey data</p> <p><i>Dr Maria Jalmbraant, Clinical Psychologist, South London and Maudsley NHS Trust</i></p> <p>Health and social care student fitness to practise cases at the University of Manchester in 2016</p> <p><i>Professor Tim David, Academic Lead for Student Fitness to Practise, Faculty of Biology, Medicine and Health, University of Manchester & Sarah Ellson, Partner, Fieldfisher LLP</i></p> <p>Regulating an 'Invisible Trade': lessons learned about social work practice from complaints made by service users to the Northern Ireland Social Care Council (2005-2015)</p> <p><i>Dr David Hayes, Senior Lecturer in Social Work, Queen's University Belfast</i></p> <p>Doctors who have been erased from the Medical Register in 2016</p> <p><i>Clare Killian, Medical Student, University of Manchester</i></p>
	<p>Parallel C Sandby Building trust Chair: Shane Carmichael Building trust by upstream regulation: providing support for doctors new to the UK</p> <p><i>Jan Cooper, GMC Regional Liaison Adviser: West Midlands & Kim Tolley, GMC Regional Liaison Adviser: South London</i></p> <p>Building transparency and trust into health regulation</p> <p><i>Irwin Fefergrad, Registrar, Royal College of Dental Surgeons of Ontario</i></p> <p>Building trust through the Medical Licensing Assessment</p> <p><i>Colin Melville, Director of Education and Standards, General Medical Council</i></p> <p>Self-regulation governance of regulatory bodies – is the model past its sell by date?</p> <p><i>Ginny Hanrahan, Chief Executive Officer/Registrar, CORU</i></p>	<p>Parallel D Amy Buller library Standards and CPD Chair: Christine Braithwaite How are standards interpreted by health professionals when interacting with patients?</p> <p><i>Guy Rubin, Research Manager, General Dental Council & Professor Stephen Tyreman, Dean of Osteopathic Education Development, British School of Osteopathy</i></p> <p>Understanding how best to further assure standards for pharmacy professionals</p> <p><i>Osama Ammar, Head of Continuing Fitness to Practise, General Pharmaceutical Council & Jenny Thompson, Head of Health Intelligence, Solutions for Public Health</i></p> <p>Continuing professional development (CPD): engagement, support and community</p> <p><i>Fiona Browne, Head of Professional Standards, General Osteopathic Council</i></p>

12.15-13.15	Lunch (Lodge dining room)	
Session 3 13.15-14.30	<p>Parallel A Amy Buller library Structures and impact Chair: Philip Hallam</p> <p>Mapping the regulatory landscape in the NHS <i>Eirini Oikonomou, Research Assistant, Department of Experimental Psychology, University of Oxford</i></p> <p>Change over time – a five year view: the development of an evaluation framework for the registration and regulation of the social care workforce in Northern Ireland <i>Jillian Martin, Professional Officer, Department of Health Northern Ireland, Colum Conway, Chief Executive, Northern Ireland Social Care Council & David Teeman, Senior Research Analyst and Evaluation Manager, Social Care Institute for Excellence</i></p>	<p>Parallel B Flitcroft Fitness to practise and complaints (2) Chair: David Gomez</p> <p>A typology of dishonesty: illustrations from the PSA Section 29 database <i>Professor Ann Gallagher, Professor of Ethics and Care, University of Surrey & Robert Jago, Senior Lecturer, School of Law, Royal Holloway University of London</i></p> <p>Understanding NMC allegations data, and developing a coding frame to categorise future allegations data <i>Rob Francis, Principal of Transformation and Change, OPM & Matt Reynolds, Research Consultant, OPM</i></p> <p>Analysis of fitness to practise cases referred to Court by the CRHP, the CHRE and the PSA <i>Daniel Beech, Medical Student, University of Manchester</i></p>
	<p>Parallel C Hodgson Quality Chair: Fiona Browne</p> <p>Using crowdsourcing to explore quality in pharmacy <i>Andy Jaeger, Head of Data and Insight, General Pharmaceutical Council & Dr Peter Thomond, Managing Director, Clever Together</i></p> <p>Quality of psychological care: outlines for a new policy plan <i>Koen Lowet, Managing Director, Flemish Association for Clinical Psychologists</i></p> <p>The Perfect Ward? Raising the quality of wards, clinics and care homes by optimising regulatory processes: the role of mobile compliance and the Perfect Ward monitoring app <i>Dr Paul Sanderson, Senior Lecturer (Regulation Studies), Anglia Ruskin University</i></p>	<p>Parallel D Greening Interactive workshop</p> <p>Extending the Montgomery ruling to how we ‘regulate’ ourselves in systems of care <i>Dr Alasdair Honeyman, Trusted Intermediaries</i></p>

14.30-14.45	Tea
<p>Session 4 14.45-15.55</p> <p>Flitcroft</p>	<p>Building trust between organisations Chair: Harry Cayton</p> <p>Using data, predictive models and data sharing towards shared assurance across the regulation of people and places <i>David Darton, Assistant Director, General Medical Council</i></p> <p>The Canadian physician database: lessons learned in building a data-sharing partnership to support physician workforce research and decision-making <i>Steve Slade, Director, Health Systems and Policy, Royal College of Physicians and Surgeons of Canada</i></p> <p>Service and professional regulators – moving from understanding to structured interaction for enhanced patient safety <i>Deanna Williams, President, Dundee Consulting Group Ltd & John Sweeney, CEO, Health Care Informed</i></p> <p>Bad apples? Or corrupting and depleting barrels? The antecedents and consequences of professional misconduct in the health sector <i>Professor Rosalind Searle, Professor of Organisational Behaviour and Psychology, Centre for Trust, Peace and Social Relations, Coventry University</i></p>
15.55-16.00	Closing remarks – Harry Cayton and Rosalind Searle