

Chief Operating Officer Development and Support Day Agenda*

Wednesday 9 December 2015, London

Monday 25 January 2016, Leeds – please note speakers may vary

- 9.30am Registration and refreshments
- 10.00am **Welcome and opening remarks**
Chair, [Heather Lawrence](#), Non-Executive Director, Monitor
- 10.10am **Values-based healthcare: delivering quality and finance together**
Caroline Clarke, Director of Finance and Deputy CEO, Royal Free NHS Foundation Trust
- 10.55am **Emergency Care Improvement Programme update**
Amy Caldwell-Nichols, ECIP Project Director
- 11.15am Coffee break
- 11.30am **Managing patient flows**
Ian Sturgess, Associate Medical Director, Monitor
- 12.00pm **Professional and career development: voice of experience**
David Bradley, CEO, South West London and St George's Mental Health NHS Trust
- 12.30pm Lunch and networking
- 1.15pm **Effective change management and embedding change**
Neill Moloney, COO, The Ipswich Hospital NHS Trust
Karl Munslow-Ong, COO, Chelsea and Westminster Hospital NHS Foundation Trust
- 2.00pm **How can NHS Improvement help you?**
Adam Sewell-Jones, Director of Provider Sustainability, Monitor
- 2.45pm Refreshments and networking
- 3.00pm **Collective leadership strategies for improving organisational culture**
Professor Michael West, Head of Thought Leadership, The King's Fund
- 3.45pm **Conclude: feedback and comments**
- 4.00pm Close

* *subject to change*