Guardians of safe working hours
conference 2019

30 September 2019
Horizon, Leeds
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Welcome from the conference chair

Welcome to the fourth national conference for guardians of safe working hours (GoSWH). I am delighted you are able to join us.

The guardian role began with the introduction of the 2016 terms and conditions of service (TCS) for doctors and dentists in training. The role is designed to reassure junior doctors and employers that rotas and working conditions are safe for doctors and patients, and is central in ensuring there are stronger protections on working hours and patterns. Guardians support safe care for patients through protection and prevention measures to stop doctors working excessive hours. It is more important than ever that we continue working collaboratively to ensure safeguards for doctors and patients.

We have designed today’s programme based on your feedback to ensure the conference meets your needs and addresses current challenges. You will hear from a range of key speakers and guardians as well as colleagues who work both within and outside of the NHS.

I hope you have an interesting and thought-provoking day, network with guardians from across the NHS, share ideas and develop common approaches to problem resolutions across the wider country.

My colleagues at NHS Employers will be available to discuss any issues you may have and to share resources we have produced that can support you in your role as guardians.

I look forward to meeting you throughout the day.

Paul Wallace
Director of Employment Relations and Reward
NHS Employers
## Agenda

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>9am</td>
<td>Registration and coffee</td>
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<td>10am</td>
<td>Welcome and opening address</td>
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<td></td>
<td>• <strong>Paul Wallace</strong>, Director of Employment Relations and Reward, NHS Employers</td>
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<tr>
<td>10.10am</td>
<td>Junior doctor update - including Q&amp;A session</td>
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<td>• <strong>Jonathan Fenwick</strong>, junior doctor negotiation committee, British Medical Association (BMA)</td>
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<td>• <strong>Steven Ned</strong>, Joint Director of Workforce, Rotherham and Barnsley Hospital NHS Foundation Trust</td>
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<td></td>
<td>This session will provide an overview of the 2018 review of the 2016 junior doctor contract and negotiations.</td>
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<td>10.40am</td>
<td>Speaking up in the NHS in England</td>
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<td>• <strong>Dr Henrietta Hughes</strong>, National Guardian</td>
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<td>This session will focus on how speaking up protects patient safety and improves the lives of workers. The National Guardian’s Office was established following recommendations made in the Freedom to Speak Up Review, and works to effect cultural change in the NHS so that speaking up becomes business as usual.</td>
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<tr>
<td>11.10am</td>
<td>Enhancing working lives of junior doctors</td>
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<td>• <strong>Professor Sheona MacLeod</strong>, Deputy Medical Director for Education Reform</td>
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<td>This session provides an overview of Health Education England’s work to ensure that doctors are supported, valued and provided with the means to be the best they can.</td>
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<tr>
<td>11.40am</td>
<td>Coffee break</td>
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<td>12pm</td>
<td>Session 1 - Guardians to attend two 25-minute shared learning and workshop sessions</td>
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<td>1. <strong>Challenging unprofessional behaviours training</strong></td>
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<td>• <strong>Jo Wren</strong>, Principal Regional Liaison Adviser, General Medical Council</td>
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<td></td>
<td>This session provides an overview of the General Medical Council’s (GMC) pilot programme that trains doctors to tackle unprofessional behaviours from colleagues, which can affect patient safety and outcomes.</td>
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<td>2. <strong>Software providers update (Q&amp;A)</strong></td>
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<td></td>
<td>• <strong>Simon Digweed</strong>, Product Manager, Allocate</td>
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<td>• <strong>Ben Marchini</strong>, Product Manager, DRS</td>
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<td></td>
<td>This session provides an overview of software developments and updates in relation to the junior doctor contract, and any latest software developments in the pipeline.</td>
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<td>3. <strong>NHS Improvement - Exception reporting</strong></td>
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<td>• <strong>Dr Pete Scolding</strong>, Clinical Fellow</td>
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<td>• <strong>Dr Rose Penfold</strong>, Clinical Fellow</td>
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<td>This session provides an overview of the current workstream on the standardisation of the collection and reporting of exception reporting data. An opportunity for guardians to provide feedback on the current board report template.</td>
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<td>12.50pm</td>
<td>Lunch and networking</td>
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### 1.45pm
**Session 2 - Guardians to attend two 30-minute shared learning and workshop sessions**

1. **Sharing best practice**
   - *Snobar Bhatt*, Project Manager, University Hospitals of Derby and Burton NHS Foundation Trust
   - *Tony Bateman*, Guardian of Safe Working Hours

   This session provides the opportunity to share problems and look for solutions as well as to discuss successes and challenges.

2. **Emerging concerns protocol**
   - *Ian McNeil*, Head of the Regional Liaison Service, General Medical Council

   This session provides an overview of the ‘emerging concerns protocol’ and the mechanisms that are in place for sharing information between regulators and health system organisations where it may indicate risks to service users, carers, families or professionals.

3. **Software providers update (Q&A)**
   - *Simon Digweed*, Product Manager, Allocate
   - *Ben Marchini*, Product Manager, DRS

   This session provides an overview of software developments and updates in relation to the junior doctor contract, and any latest software developments in the pipeline.

### 2.45pm
**Break**

### 3pm
**Regional GoSWH Representatives Panel**
- *Jane McDougal* (East of England)
- *Steve Gill* (East Midlands)
- *Babar Elahi* (West Midlands)
- *Kenny Ross* (North West)

An opportunity to ask questions to the national group of regional representatives relating to the 2016 junior doctor contract and the guardian role.

### 3.25pm
**Civility Saves Lives**
- *Dr Chris Turner*, Consultant in Emergency Medicine

Chris is a consultant in emergency medicine at University Hospitals of Coventry and Warwickshire. He will speak on behalf of Civility Saves Lives, a campaign that aims to raise awareness of the impact we have on each other in healthcare.

### 3.50pm
**Round up and close**
- *Paul Wallace*, Director of Employment Relations and Reward, NHS Employers
Speaker biographies

**Steven Ned**
Joint Director of Workforce, Barnsley Hospital NHS Foundation Trust and The Rotherham NHS Foundation Trust

Steven has worked in the NHS for 33 years, predominantly in human resources in the provider sector. Prior to his current role, Steven was director of HR and deputy chief executive at Sheffield Children’s NHS Foundation Trust for ten years.

Steven is the employer co-chair of the joint negotiation committee (juniors) and a member of the NHS Staff Council Executive.

**Paul Wallace**
Director of Employment Relations and Reward, NHS Employers

Paul Wallace joined NHS Employers in May 2015. A senior HR professional and employment relations and reward management expert, he has extensive experience of working in large, complex and unionised organisations and has a deep understanding of pay and reward and how this relates to the employment proposition.

His previous roles include group head of reward in the Ministry of Justice, and head of reward in HM Prison Service. He has also worked as a consultant in the NHS where he gained an understanding of NHS Agenda for Change and the current pay and contracts in operation for medical staff.

**Dr Henrietta Hughes**
National Guardian

Dr Henrietta Hughes was appointed National Guardian in July 2016, a role which was a key recommendation from the Francis Report. She provides leadership and support to Freedom to Speak Up Guardians across England in arm’s-length bodies, NHS and independent sector organisations to ensure that speaking up becomes business as usual.

The National Guardian’s Office undertakes and publishes case reviews when it appears that speaking up has not been handled according to best practice, providing challenge and learning to the healthcare system as a whole.

Previously a medical director at NHS England, Dr Hughes continues her clinical role weekly as a GP in central London.
Professor Sheona MacLeod  
Deputy Medical Director for Education Reform, Health Education England

Sheona graduated and trained in Glasgow before moving to Derbyshire, where she was a GP for 26 years. Sheona has worked as the occupational health adviser to a number of regional industries, as clinical assistant in the local community hospital, and as a medical officer for HM Prison service.

Sheona has been involved in healthcare education since moving to Derbyshire and was appointed as GP Dean in 2009, and as Postgraduate Dean in September 2012. She was also the regional director of education and quality from 2013 to 2014 and was appointed as deputy medical director at Health Education England (HEE) in October 2017.

Sheona chairs a number of national working groups and committees focusing on how to improve education and training, including the HEE working group on enhancing junior doctors’ working lives. She also chairs the UK Conference of Postgraduate Medical Deans (COPMED) and is an honorary professor of the University of Nottingham and the University of Leicester.

Jo Wren  
Principal Regional Liaison Adviser, General Medical Council

Jo is one of three principal regional liaison advisers at the General Medical Council (GMC). She covers the South of England and London, where she leads a small team of regional advisers. They work directly with trusts and medical schools to deliver targeted training on issues of ethical practice and patient safety directly to doctors and medical students.

She also provides strategic leadership on projects and is the GMC’s lead on exception reporting.

Dr Peter Scolding  
National Medical Director’s Clinical Fellow, NHS England

Peter is currently working on the patient safety team at NHS England. Prior to this he completed his foundation and core medical training in London, with time spent working in South Africa and Sudan in between.

He has also worked at trust, London-regional and national levels as a junior doctor representative with the British Medical Association.
Dr Rose Penfold
National Medical Director’s Clinical Fellow, NHS England and NHS Improvement

Rose completed her clinical fellowship at NHS England and NHS Improvement in 2018-19. During this time, she chaired a cross-party working group, led by NHS Improvement, aiming to collaboratively improve the effectiveness and acceptability of exception reporting for both trainees and employers.

As she returns to clinical practice as an academic clinical fellow in geriatrics this year, Rose intends to work with her trust guardian and fellow trainees to continue to identify local exception reporting issues and propose solutions.

Tony Bateman
Consultant Trauma, Orthopaedic and Spine Surgeon, University Hospitals of Derby and Burton NHS Foundation Trust

Tony is the newly appointed guardian of safe working at University Hospitals of Derby and Burton NHS Foundation Trust. He is passionate about medical education and promoting both civility and openness within the workplace.

Snobar Bhat
Medical Workforce Adviser and Project Manager, University Hospitals of Derby and Burton

Snobar is the lead for exception reporting and less-than-full-time (LTFT) trainees and works alongside the guardian of safe working and LTFT champion. She is passionate about using the data from exception reports in designing the rotas and streamlining the services to enhance junior doctors’ lives.

Ian McNeill
Head of Regional Liaison Service, General Medical Council

Ian has been in his current role since February 2015, and prior to that, he was the regional liaison adviser for London. He joined the General Medical Council in September 2012. Ian spent 28 years working in the police service with 11 years as a chief superintendent. Ian has held senior posts at local, regional and national level. His last role was head of justice for Northamptonshire.

Ian has served on the National Executive of the Superintendents Association for England and Wales. As a senior officer, he was a gold public order, major incident and firearms commander as well as an accredited senior investigating officer.

He holds a master’s degree in leadership and management. Prior to joining the police, Ian qualified as a registered general nurse at the Hammersmith Hospital, London.
Regional GoSWH representatives

The regional representatives have been key in the delivery of the guardians of safe working hours (GoSWH) role. Over the last two years significant issues relating to the 2016 terms and conditions have been raised and addressed through the network. Since the introduction of the junior doctor contract the meetings have occurred twice a year and have provided an opportunity for guardians to network with colleagues from other regions, share best practice, discuss current issues in each of their respective regions and resolve any ongoing issues with the experts.

The regional GoSWH representatives are key to ensuring that safe working principles are adhered to and that concerns relating to hours are being shared and addressed nationally.

This year’s conference includes a panel with members from the national group of regional GoSWH representatives and is an opportunity for all guardians to ask questions, share their experiences and seek advice.

The panel members are:

Representing East of England: Jane McDougall

Representing East Midlands: Steve Gill

Representing West Midlands: Babar Elahi

Representing North West: Kenny Ross

Dr Chris Turner
Consultant in Emergency Medicine, University Hospitals of Coventry and Warwickshire

Chris’s interest in governance and highly performing teams has led him on a journey from being ‘blame and process’ focused to something completely different: Civility Saves Lives is a campaign that aims to raise awareness of the impact we have on each other in healthcare.

He runs the campaign with Joe Farmer, Penny Hurst and Jo Dawson and they have all been taken aback by the enthusiasm with which the message has been taken up with across the NHS. They are proud to be part of the ‘learning from excellence’ movement.
Skills for Health is a not-for-profit organisation committed to the development of an improved and sustainable healthcare workforce across the UK. Established in 2002 as the sector skills council for health for the UK health sector, Skills for Health helps to inform policy and standards focusing on health, education and improving the wider wellbeing of public health. Skills for Health is the employers’ trusted provider of workforce and organisational development, designed to increase quality of healthcare, patient safety and productivity.

Skills for Health e-rostering solution, Realtime Rostering, is an accurate and efficient all-staff e-rostering solution, developed for healthcare professionals, by healthcare professionals. We work with organisations to ensure that our system seamlessly integrates into your existing systems such as HR, payroll, time and attendance and bank and locum systems. We’ll ensure you are using the most cost-effective software solution on the market, where standard is more than standard – no hidden costs here - and help your organisation use all modules to its full potential, while measuring effectiveness and ROI.

Contact: Jim Moran, Regional Director
0117 922 1155
contactus@skillsforhealth.org.uk
@SkillsforHealth

Allocate is proud to be supporting the guardians of safe working event and continuing our commitment to supporting compliant rotas for doctors in training and helping to deliver safe working.

We believe workforce technology should improve your doctors’ experience of work and positively impact patient care. Whether that means offering more notice or control over work for the clinician or better alignment of leave and activity to avoid cancelled care for patients. HealthMedics solutions are easy to use and flexible enough to accommodate the needs of different professional specialities as well as different approaches to rostering, including self-rostering.

Visit our stand to speak to a member of the team or pick up one of our case studies detailing inspiring stories from the NHS.

Contact: Joanna Hill, UK Health Campaign Manager
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NHS Employers is the employers’ organisation for the NHS in England. We help employers to develop a sustainable workforce, improve staff experience and be the best employers they can be.

Our practical resources and expert insights help make sense of current and emerging healthcare issues, to keep employers up to date with the latest thinking and ensure they are informed and equipped to support the NHS workforce.

We generate opportunities to network and share knowledge and we actively seek the views of workforce leaders to make sure their voice is front and centre of health policy and practice.

We also lead the national collective relationships with trade unions on behalf of the NHS and the Secretary of State for Health and Social Care.

Contact: Medical Workforce team
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NHS Employers is the employers’ organisation for the NHS in England. We help employers to develop a sustainable workforce, improve staff experience and be the best employers they can be.

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