Intelligence into Action: the key to improving outcomes.

A Gathering

Tuesday 5 September 2017
Paisley Town Hall

An Information Services Division event co-hosted with Renfrewshire Health & Social Care Partnership and Renfrewshire Council

Why you should come

- To gain insights from colleagues across HSCPs, GP Practices, Councils and across other organisations on their practical experience of using information and data to plan and deliver integrated health and social care.
- To learn about some of the information and intelligence initiatives that are happening now – and to influence their direction.
- To find out about sources and how to access data or support.
- To learn, to share and to help shape the future.
- To network with like minded colleagues seeking support to improve the service-user journey.
## Programme

<table>
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<th>Time</th>
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<tr>
<td>09.00-09.30</td>
<td>Registration and Refreshments</td>
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| 09.30-09.40| **Welcome, Overview and Housekeeping**  
Manira Ahmad, Head of Local Intelligence, LIST, NHS National Services Scotland |
| 09.40-10.00| **What’s Happening in Renfrewshire**  
David Leese, Chief Officer, Renfrewshire Health and Social Care Partnership |
| 10.00-10.15| **Lived Experience - The Vital Ingredient for Improving Outcomes**  
Donna Barrowman |
| 10.15-10.30| **Data Science – Buzz Word or Believable?**  
Jonathan Cameron, Head of Service, Strategic Development, NHS National Services Scotland |
| 10.30-10.45| **Data Protection in a Changing Landscape**  
Maureen Falconer, Regional Manager – Scotland, Information Commissioner’s Office (ICO) |
| 10.45-11.00| **Measuring what matters**  
Lorraine Gillies, Senior Manager (PABV), Audit Scotland |
| 11.00-11.15| Tea break - Networking and exhibitions                                 |
| 11.15-12.00| **Round table discussion introduced by Audit Scotland**                |
| 12.00-12.15| **It only takes one story to make a difference**  
Mike Hamilton, Integration Development Officer, Care Opinion |
| 12.00-12.15| **Round table discussion**                                             |
| 12.15-13.15| **Workshops**                                                          |
| 13.00-13.15| **LUNCH** - Networking and exhibitions                                 |
| 14.15-14.30| **“Stroke yer Dugs”**  
Indepen-dance                                                              |
| 14.30-14.45| **Primary Care Transformation and the role of GP Clusters**  
Dr Lucy Munro, Medical Advisor, Scottish Government                      |
| 14.50-15.40| **Workshops**                                                          |
| 15.40       | **Grab and Go Tea and Coffee**                                         |
| 15.40-16.00| **Call to Action**  
Phil Couser MBE, Director Public Health Intelligence, NHS National Services Scotland |
| 16.00-17.00| **Network cafe**                                                       |

### Who should attend

- Chief Officers and Programme Managers of Health and Social Care Partnerships;
- Public Health, Information Services, Planning and Performance, analysts and researchers;
- Strategic partners and Third Sector organisations;
- Colleagues with an interest in Health and Social Care data.
Workshops

1. Mental Health Access Improvement Support Team (MHAIST)
Alex Chandler, Senior Information Analyst/Statistician, MHAIST, NHS National Services Scotland
ISD’s Mental Health Access Improvement Team (MHAIST) is working in all Health Boards in Scotland to improve Mental Health services. In this workshop we'll talk about the work we've undertaken so far and the work we plan to undertake.

2. Delivering Quality Improvement - practical examples and sources of support
Dr Gordon Black, GP Clinical Lead,
Jill Gillies, Portfolio Lead and
Diana Hekerem, Head of Strategic Commissioning Support, ihub, Healthcare Improvement Scotland
This interactive workshop will provide delegates with an opportunity to:
- Learn more about what quality improvement support is available;
- Learn from those with first-hand experience in developing quality improvement plans; and
- Share experiences and learning from both successes and challenges in implementing changes.

3. Back to Basics: A 3 step guide to systems simplicity
Jo Gibson, Principal Manager - Planning and Performance, NHS Ayrshire & Arran and
Amanda Rose, IT Project Manager, NHS Ayrshire & Arran
This workshop will use the experience of the Ayrshire Partnerships to show how less is often more and will explore the following 3 key themes:
- The problems are always the same
- Too many experts not enough expertise - the changing role of IT
- Technology is not a panacea

4. Third Sector Data & Collaboration Opportunities
Lucy McTernan, Deputy Chief Executive, SCVO and
Ian Mathieson, Health Development Officer, SCVO
Third sector organisations provide a huge range of health and care services across Scotland. This workshop will explore the types of data and intelligence third sector organisations may be able to contribute to help inform planning processes and the possible benefits this might bring. We will also explore future opportunities for collaboration between sectors. The Scottish Council for Voluntary Organisations will facilitate the workshop, drawing on examples of organisations from across the sector.

5. Information and Intelligence – helping to improve outcomes, via LIST
David Baird and Philip Johnston, Service Managers, ISD Local Intelligence Support Team
LIST is strengthening its support across Integration Authorities and extending its service to GP Clusters and other public sector organisations, including local authorities and third sector organisations. This session is an opportunity to:
- Hear about examples of local work where LIST has helped make a difference, to services and outcomes
- Influence future work for LIST, including how LIST can work with multiple sectors and multi-disciplinary teams
6. Midlothian Health and Social Care Partnership – how data has influenced planning
Anthea Fraser, Service Manager, Older People (East)

This workshop will examine how data has influenced service planning and development in Midlothian and how it has assisted in evaluating service delivery and providing analysis of trends in demands on service provision.

How to book

We recommend that you register early and select your choice of plenary or table-top discussions by following this link.

You will receive an automated confirmation of your booking and workshop selections when you submit your registration.

There is no cost for this event.

Should you have any enquiries, please email nss.shscevents@nhs.net

Closing date 25 August 2017