

Coping with same day appointments....What's the plan for South Tyneside? Workshop 4th October 2018 Room 1, Monkton Hall, Jarrow, NE32 5NN		
Registration and Overview		
09:00	Registration, Tea and Coffee	All
09:15	Welcome	Donna Watson, Commissioning Manager, South Tyneside CCG
Session 1: 09:20 – 12:00		
09:20	Managing winter and same day appointments... <ul style="list-style-type: none"> • A system under pressure...why is there a need to work together? • A hospital perspective... • A primary care perspective... 	David Hambleton, CEO, South Tyneside CCG Sean Fenwick, Director of Operations, South Tyneside Foundation Trust. Jackie Lambert, Chair, South Tyneside Health Collaboration
09:50	Group Discussions – key speakers	All
10:00	The current patient journey for urgent care <ul style="list-style-type: none"> • Process map • Local Engagement Board and Patient Reference Group Feedback • How do people use urgent care? 	Jim Keyworth, Continuous Improvement Facilitator, Sunderland City Hospitals Gillian Johnson, Head of Commissioning, STCCG Jackie Lambert Chair, STHC
10:45	Workshop 1 <ul style="list-style-type: none"> • The opportunities and risks 	All
Lunch		
Session 2: 12:30 – 14:15		
12:30	Emerging themes <ul style="list-style-type: none"> • Feedback from workshop 1 	All
12:45	Workshop 2 <ul style="list-style-type: none"> • Identifying and prioritising the things we can do this winter? 	All
13:45	Report out on actions	All – Key speakers
14:15	Closing remarks	David Hambleton, Chief Executive, STCCG