

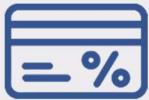


Government
Events

Tackling Violence Against the Emergency Services Workforce

Thursday 21st November
Event Guide





Our Loyalty Discount

This discount entitles attendees to a 20% discount on any future conference being run by Government Events in the next 12 months. Please quote code Loyalty20 at the start of your booking.



How to Claim Your CPD Points

Regarding CPD credits, it is the individual delegate's responsibility to evaluate their learning and record it appropriately into their CPD portfolios according to your institute's requirements.

For this Conference, you are entitled to 8 CPD points.



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Welcome Letter

Dear Delegate,

Welcome to Tackling Violence Against the Emergency Services Workforce conference.

Assaults on emergency workers has steadily increased over the last five years. Assaults on police officers have risen by 34% over the five years from 2013 to 2018, and Home Office data shows that 26,295 police officers were assaulted on duty in 2017 – 2018. A total of 72% of ambulance workers have been attacked while on duty, according to GMB, and assaults on firefighters are increasing, with 28% of incidents involving thrown objects, according to Home Office data.

Today you will have the opportunity to hear presentations from senior practitioners and leaders in combatting violence against the emergency services workforce, in addition to a series of case studies examining best practice in a range of settings.

If you have any questions or queries please ask our onsite management team, who will be more than happy to help you. They are located at the registration desk.

We hope you have a rewarding and enjoyable day.

Yours Truly,

David Blake
Government Events



Our Future Events

Please look at our website, www.GovernmentEvents.co.uk,
to view our future events. These include:

Sepsis in Health: Early Identification, Successful Diagnosis, Effective Management

Thursday 28th November, etc venues The Hatton

2nd Annual Conference: The Next Steps in Transforming Urgent and Emergency Care Services

Thursday 5th December, America Square Conference Centre

Maximising the Effectiveness and Value of the NHS Estate

Tuesday 10th December, Central London

Developing the NHS Workforce of the Future

Wednesday 29th January 2020, Central London

For any enquiries, please call 0330 0584 285 or email Enquiries@governmentevents.co.uk

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Agenda AM

- 08:45-09:30 **Registration**
- 09:30-09:40 **Chair's Welcome Address**
Dr Jennifer Wild, Associate Professor, Department of Experimental Psychology, Oxford Centre for Anxiety Disorders & Trauma, University of Oxford
- 09:40-10:00 **Keynote Address: Making Emergency Departments Safer For Staff**
Adrian Boyle, Consultant Emergency Physician, Addenbrookes Hospital, honorary Visiting Research Fellow, Cambridge University and Vice President, Royal College of Emergency Medicine
- 10:00-10:30 **Case Study: Project A: Taking A Bottom-Up Approach To Improving Staff Mental Health and Wellbeing In The Emergency Services**
Ian Baines, Associate – Transformation Lead, NHS Horizons
Sasha Johnston, Lead Paramedic, South West Ambulance Services
- 10:30-10:50 **Question and Answer Session**
- 11:05-11:35 **Refreshment and Networking Break**
- 11:35-11:55 **Case Study: The Police Placement Scheme: Supporting Student Police Officers To Understand Mental Health Issues To Increase Safety**
Debbie Creaser, Team Manager, Community Enhancing Recovery Team, Sheffield Health and Social Care NHS Foundation Trust
Amy Richards, Business and Performance Manager, Sheffield Health and Social Care NHS Foundation Trust
- 11:55-12:25 **Case Study: A Better A&E: Reducing And Preventing Violence And Aggression In A&E Through Design**
Dr Ambreen Shah, Director of Policy, Research and Communications, Design Council (CONFIRMED)
Tom Lloyd, Director, A Better A&E
- 12:25-12:40 **Question and Answer Session**
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- 12:40-13:25 **Lunch and Networking**

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Agenda PM

- 13:25-13:45 **Keynote Address: A System Approach to Identify and Tackle Increased Risk Factors and Reduce Violence Against Emergency Staff**
Alan Lofthouse, National Officer, UNISON
- 13:45-14:05 **Case Study: Case Study: Building Resilience To Stress And Trauma In Our Emergency Service Workers**
Dr Jennifer Wild, Associate Professor, Department of Experimental Psychology, Oxford Centre for Anxiety Disorders & Trauma, University of Oxford
- 14:05-14:20 **Question and Answer Session**
- 14:20-14:40 **Refreshment and Networking Break**
- 14:40-15:00 **Keynote Address: Effectively Addressing the Legal Ramifications of Assaults on Staff**
Justine Sharp, Safety and Learning Lead, NHS Resolution
- 15:00-15:20 **Case Study: Alcohol's Impact on Emergency Services: Frontline Staff Experiences and Areas for Action**
Dr Sadie Boniface, Research Coordinator, Institute of Alcohol Studies
- 15:20-15:40 **Case Study: The Telford Police Liaison Project: Improving Safety For Patients And Staff Through Multi-Agency Working**
Dave Wilkinson, Operational Lead, Telford Crisis Resolution and Home Treatment Team, Midlands Partnership Foundation Trust
- 15:40-16:00 **Question and Answer Session**
- 16:00 **Chair's Summary and Close**
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Speaker Biographies

Dr Jennifer Wild

Associate Professor, Department of Experimental Psychology, Oxford Centre for Anxiety Disorders & Trauma, University of Oxford

Dr Jennifer Wild is a consultant clinical psychologist and associate professor at the University of Oxford. She is an international expert on how to build resilience to stress and trauma, and on how to overcome post-traumatic stress disorder. She has advised the Cabinet Office on how to improve resilience in people who will face trauma in their work. She has developed and evaluated a science-informed resilience intervention for police, firefighters, paramedics and search and rescue personnel, which is being rolled out to services across England. Dr Wild regularly appears in the media giving expert advice on how to build resilience to severe stress. The documentary, *Vertigo Road Trip*, in which she treats five people to overcome anxiety and lead extraordinary lives, aired on BBC One, attracting 2.2 million viewers. She has successfully helped hundreds of people to reclaim and transform their lives. Dr Wild has discovered that overcoming adversity and becoming extraordinary tap the same factor. People who flourish with or without trauma as their catalyst naturally draw on seven key skills. Her book, *Be Extraordinary: 7 Key Skills to Transform your Life from Ordinary to Extraordinary*, is about what those skills are, how to get them and why they work.



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09:30-09:40 and 13:45-14:05

Adrian Boyle

Consultant Emergency Physician, Addenbrookes Hospital, honorary Visiting Research Fellow, Cambridge University and Vice President, Royal College of Emergency Medicine

Dr Adrian Boyle, @vppolicy@rcem.ac.uk, is a Consultant Emergency Physician at Addenbrookes Hospital in Cambridge and Honorary Visiting Research Fellow at Cambridge University. He was elected Vice President of the Royal College of Emergency Medicine in 2019. He has been researching the health consequences of violence for over 20 years. He has authored over a hundred research articles and book chapters.



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09:40-10:00

Ian Baines

Associate – Transformation Lead, NHS Horizons

Ian is an accountant by background and retains his professional qualification despite not practicing accountancy anymore. Throughout his professional 'numbers' career, he was passionate about supporting people and teams to realise their potential, encouraging those around him to be the best they could and being integral to their team. Having been an NHS Director of Finance for seven years, Ian changed career direction in 2015 to work in organisational development supporting the integration of three Clinical Commissioning Groups (CCGs), going back to 'study' and moving into a position of Director of Organisational Development with the CCGs.

In 2017 Ian supported a local county wide organisational development programme and it was through this work that he first came into contact with NHS Horizons, eventually joining the team as a Transformation Associate in January 2018. NHS Horizons is a small team within NHS England that supports large scale change, providing space and facilitation skills to bring people together to enact change. The learning experience in making his own personal change from finance to transformation and OD has been both daunting and exciting and Ian is enjoying his continued development with the Horizons team. Indeed he now refers to himself as an 'ex accountant' #lifeafterfinance.

Ian's work with Horizons is varied and includes leading programmes of work, developing partnerships, providing insight into business processes, organisational development and reflection on Trust and CCG workings where needed. In particular Ian is the programme lead for #ProjectA – a programme of work commissioned to improve ambulance services through engagement of staff and patients. #ProjectA was included in the NHS Long Term Plan as an example of approaching change from a different perspective, also featured in the recent Ambulance Leadership Conference (ALF) 2019 and NHS EXPO 2019.



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10:00 – 10:30

Sasha Johnston

Lead Paramedic, South West Ambulance Services

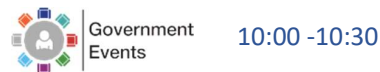
Sasha Johnston is a Research Paramedic who has worked in the UK and the Caribbean since 2002. She completed a PgCert in Advanced Practice and a HEE/NIHR funded Masters in Clinical Research, both with distinction.

Sasha is currently leading South Western Ambulance's arm of the 'TIME' Take Home Naloxone feasibility trial which aims to reduce the risk of death among opiate users. Her own research focus' on Ambulance staff mental health and wellbeing with an emphasis on organisational support and cultural change.

Sasha is a member of a number of working groups including being a founding member of the Bristol Thrive at Work task force, a member of NICE's Mental Wellbeing at Work guideline scoping workshop and the College of Paramedics Mental Health and Wellbeing Steering group.

Sasha's career achievements include becoming a Pride of Britain runner-up after spearheading a fundraising campaign raising 80k for a colleague's cancer treatment, supporting SWASFT's collaboration with Macmillan to improve prehospital end of life care and supporting community AED's to improve the chain of survival in prehospital cardiac arrest.

Her future research hopes to develop British Intelligence's Mandatory Impact Monitoring initiative for the ambulance service. Outside work Sasha loves being with her young family.



Debbie Creaser

Team Manager, Community Enhancing Recovery Team, Sheffield Health and Social Care NHS Foundation Trust
Debbie qualified as a mental health nurse in Sheffield in 2002. After starting her career in an acute day hospital she moved into inpatient rehabilitation.

In 2012; with a small team of colleagues; Debbie began a project to reduce admissions to out of area rehabilitation hospitals, after which she set up the Community Enhancing Recovery Team which provides intensive support to service users in their own homes as an alternative to inpatient admission.

Debbie is passionate about improving the quality of the services we provide and has been involved in the police placement project from the onset.



Amy Richards

Business and Performance Manager, Sheffield Health and Social Care NHS Foundation Trust

Amy joined the NHS in September 2017 on the National Graduate Management Training Scheme. Since then she has had a variety of operational and strategic management roles in Mental Health, the Acute Sector and a secondment to the Department of Health Mental Health and Justice Team.

Her background includes a degree in Law and Criminology, which included studying Healthcare Law, which was when her eyes were opened to the world of healthcare. She is extremely interested in the crossover between health services and the criminal justice system and passionate about systems working together to allow the best service possible for patients.





Dr Ambreen Shah

Director of Policy, Research and Communications, Design Council

Dr Ambreen Shah is currently Director of Policy, Research and Communications at the Design Council where she is responsible for developing insight, evidence and research on the value of design, and communicating this to a wide range of audiences across the economy. Previous to this she worked at the Big Lottery Fund (now the National Lottery Community Fund) as Deputy Director in England, leading teams to develop and deliver a range of multi-million-pound grant funding programmes. Her training is as a social scientist and in evaluative research. She has a PhD on 'Muslims in Britain: Ideas of British Citizenship'.



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11:45-12:25

Tom Lloyd

Director, A Better A&E

Tom Lloyd is Co-Founder and Director of A Better A&E and design studio PearsonLloyd.

PearsonLloyd is a design consultancy with 20 years' experience designing products, systems and environments for the home, workplace, transport and healthcare sectors. The studio's philosophy of user-focused, problem-solving design, its interest in the behavioural impact of products and places, and its ability to respond to a rapidly changing world has earned it an international list of clients.

A Better A&E is a project to improve patient experience and reduce violence and aggression within A&E departments. The project uses a three-pronged set of design solutions proven to deliver reductions in non-physical aggression such as a 50% fall in threatening body language or behaviour. A 25% reduction in raised voices including hostile and aggressive tones and a 23% reduction in offensive language. The benefit of the solution is estimated to save £3 for every £1 spent on it. Today A Better A&E is implemented in 17 trusts nationally and continues to gain interest from international trusts. You can find out more at www.abetteraande.com



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11:45-12:25

Alan Lofthouse

National Officer, UNISON

Alan is the current national Social Partnership Forum staff side secretariat. Alan worked in the NHS ambulance service for 10 years as a paramedic and staff side lead before joining UNISON as a national officer. Alan now works in UNISON's Health Group supporting the SPF, advising on Agenda for Change terms and conditions and specialises on issues such as violence and aggression and health and wellbeing.



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13:25-13:45

Justine Sharp

Safety and Learning Lead, NHS Resolution

Justine is the Safety and Learning lead for London region at NHS Resolution. She has broad experience across Healthcare; graduating as a dietician in 1998. In her early career she specialised in paediatric and elderly nutritional support. She has held several senior general management roles within the NHS gaining valuable operational and performance management experience across general medicine and clinical specialities. She holds a Masters in Public Administration and has a passion for supporting and working with others to transform health and nutritional care by improving patient safety across systems through shared network-learning.



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14:20 – 14:40



Dr Sadie Boniface

Research Coordinator, Institute of Alcohol Studies

Dr Sadie Boniface joined the Institute of Alcohol Studies in August 2019 as a Research Coordinator, leading on the delivery of IAS's research strategy. Before joining IAS, Sadie worked as a Research Fellow at the Institute of Psychiatry, Psychology & Neuroscience at King's College London. At King's Sadie worked on a range of alcohol research projects including randomised controlled trials and ran an award-winning alcohol module on the MSc Addiction Studies at King's.

Sadie has almost a decade of experience in alcohol research, with particular interests in health inequality, young people, and measuring consumption.

Sadie completed a PhD in Epidemiology and Public Health at UCL in 2013. She also has a Master's degree in Health Sciences from Newcastle University and a BSc in Natural Sciences from Durham University.



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15:00-15:20

Dave Wilkinson

Operational Lead, Telford Crisis Resolution and Home Treatment Team, Midlands Partnership Foundation Trust

Dave has been a mental health nurse since 2000, 16yrs in low secure/forensic services and as an operational Manager of a Crisis Resolution and Home Treatment team since 2016. Since June 2019 he has been Operational lead for the Shropshire and Telford CRHT team.



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15:20-15:40



Thank you for attending our conference.

We hope you found the day interesting and insightful. Speaker presentations will be made available to download on completing the post show survey which will be emailed to you within one week after the event.

We wish you a safe journey home.

Government Events, 90 Long Acre, Covent Garden, London, WC2E 9RZ
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