



## Introduction

Welcome to our North-West NHS England *Retaining our North-West People: Experience and Inclusion Conference*.

We are delighted to have you join us for what promises to be an inspiring and thought-provoking event. This conference is a unique opportunity to connect with colleagues from across our region, all of whom are committed to embedding the People Promise into workplace culture and – as a result - improving the safety and quality of care our citizens receive.

We will use the day to celebrate the progress made across the North-West, share valuable learning and focus on our continued journey towards fulfilling the People Promise. Based on your feedback from last year, we have put a stronger emphasis on the Equality, Diversity & Inclusion (EDI) agenda as an integral part of our mission.

Our day together will focus on:

- sharing evidence, solutions and innovations to enhance the experience and inclusion of our colleagues, which in turn will support better retention.
- showcasing exciting examples of innovative and best practice.
- launching our video learning scenarios to further support cultures of civility and respect with a live performance.
- Equip you with actionable strategies to make a tangible impact when you return to your workplace
- provide a deeper focus on inclusion and how this is fundamentally connected to the wider experience and retention agenda.

We sincerely hope you take full advantage of this opportunity to engage with each other face to face. We understand how challenging it can be to find time for learning and connection amidst the demands of our daily work.

A heartfelt thank you goes out to everyone who contributed to designing this event, as well as to our keynote speakers and workshop hosts. Your passion for enhancing the working lives of colleagues is truly inspiring.

Enjoy the day, share your experiences and let us know how we can continue to support you and your colleagues in the future.

Warm regards,

**Eleanor Devlin**  
**Head of Staff Experience & Retention (Interim)**  
**October 2024**



## Programme Overview

This document provides an overview of the day and information on each of the sessions planned. Please use the information provided to book the sessions you wish to attend using the booking link below:

[Retaining our North West People – Experience and Inclusion Conference | NHS England Events](#)

We hope that this detail will help you plan your day to get the most out of the event.

## Agenda

### 9:00am – 10:00am Registration and Networking

The day will commence with an open forum which will provide time for you to register and network with colleagues.

### 10:00am – 10:15am Welcome and Context

**Chris Cutts, NHS England Regional Director of Workforce, Training and Education** will open the conference by setting the context of our work programme across the NW Region.

### 10:15am – 10:50am Dr Ian Hesketh – Transforming Workforce Wellbeing: Insights from Policing to Healthcare

Our first keynote speaker **Ian Hesketh, SRO for the National Police Wellbeing Service**, will share his expertise on creating supportive environments that prioritise staff wellbeing in tough environments.

Drawing from his experience in the police force, Ian will discuss the evolution of wellbeing strategies, the holistic approach of the Oscar Kilo program, and its impact on workforce morale and retention.

He will provide valuable insights on implementing effective wellbeing initiatives, even in financially constrained environments.



### 11:00am – 11:45am Workshops

At this juncture in the day, you will be able to choose one of five workshops to attend. There are five workshops which will run between 11:00 am to 11:45am.

An overview of the workshops, their content and facilitators has been set out below.

Please use the Multiverse link to select your workshop. Each will have a maximum attendance of up to 30 people and places will be allocated on a first come first served basis, so book quickly to avoid disappointment.

#### **1. Improving the working lives of doctors: rota flexibility for medics**

Enhancing rota flexibility for junior doctors is a pressing challenge, but one we must tackle head-on. Rosters can leave our junior doctor colleagues feeling trapped in schedules that offer little room for personal control. This lack of flexibility can drive some to consider leaving the profession altogether.

Recognising this, **Associate Postgraduate Dean Richard Hughes and colleagues** are leading the charge with innovative projects across the region aimed at transforming how junior doctors experience their work schedules. Together, they will explore a crucial question: how can we place human needs at the heart of rota management, ensuring our doctors not only stay but thrive?

**Facilitator/s: Richard Hughes, Associate Postgraduate Dean, NW NHS England**

#### **2. From Absence to Wellness: The Northern Care Alliance's Transformative Journey**

Join the **Northern Care Alliance** as they share how they have reimaged workplace wellness with their innovative Wellness and Attendance Management Policy.

They have shifted a focus from “minimising sickness” to “maximising wellness,” moving beyond rigid sickness triggers to embrace proactive care and well-being for all colleagues.

They will share the evidence and research that fuelled this bold decision, the steps they've taken to implement it, and the insights they've gained along the way. Learn why cultivating compassionate cultures is a marathon, not a sprint, and their ambitions for truly transforming the experience of their colleagues

**Facilitator/s: Sharon Lord, Health & Wellbeing Lead, Northern Care Alliance and colleagues.**



### 3. Do Nurses Really “Eat Their Young”? Using Wisdom to Retain Our Early Career Colleagues

The phrase "Nurses eat their young" is sometimes used to describe the tough initiation that many new professionals experience in the workplace. We know that the early stages of a career in nursing can be particularly challenging, with confidence often at a low point and attrition rates high

One innovative approach gaining traction is the introduction of Legacy Mentor Practitioners. These roles are filled by experienced clinical professionals who dedicate themselves to offering informal, hands-on support to early career colleagues. But can Legacy Mentors really make a difference, and how do these roles work in practice?

Join Eleanor and Alex as they share the successes and insights from a recent NHS England-funded Legacy Mentor programme. Discover how the introduction of Legacy Mentors has transformed early career retention at Tameside & Glossop ICFT and learn how we are taking the lessons from this pilot programme to support others.

**Facilitator/s: Eleanor Devlin, Head of Staff Experience (interim) NW NHSE and Alex Pinzar, Lead Nurse for Nursing and Midwifery Workforce Development, Tameside & Glossop ICFT**

### 4. Becoming actively anti-racist: Planning your journey towards Silver status on the Anti-Racist Framework

It's not enough to “not be racist”. The North-West is committed to being anti-racist. We know that most organisations have or are close to achieving Bronze status on the anti-Racist Framework. But what does the next step on the journey look like? How can we collectively continue to drive improvement in this area?

Join Antemeka Cobham-Wilson, Race Equality Lead from the North BAME Assembly for this interactive and vibrant session which will look at what true anti-racism looks and feels like to colleagues. Delegates will also share learning, challenges and practical tips in terms of key interventions and changes planned in their organisations to support achievement of Silver Status.

**Facilitator Name/s, Role & Organisation: Antemeka Cobham-Wilson, Race Equality Lead, North BAME Assembly**



## 5. Violence Prevention and Reduction: Are your colleagues really safe at work?

The Staff Survey suggests that nearly 1 in 4 of our colleagues regularly face harassment or bullying from service users, and over 1 in 10 experience physical violence? These figures are even higher for our clinical, frontline staff. What can be done to create a safer work environment?

Join Dan Willis, Violence Prevention Lead at L&SC ICB, for an eye-opening and interactive session. He will delve into the crucial role of trauma-informed care, the design of violence prevention systems, and how integrating these practices into leadership development can significantly enhance the safety and well-being of our colleagues, while also improving patient care.

**Facilitator/s - Dan Willis, Violence Prevention Lead at L&SC ICB**

### 11:45am – 12:10pm Refreshments

Rehydrate and catch up with colleagues.

### 12:10pm – 12:50pm Keynote Speaker 2 - Creating inclusive cultures: Supporting our neurodivergent colleagues

Our second keynote speaker, **Jo Sullivan, Senior Lecturer from the University of Salford**, brings a wealth of expertise from her research with autistic students in healthcare settings.

She will explore how her findings can benefit not only neurodivergent individuals but also anyone needing reasonable adjustments.

Jo will shed light on how traditional work environments and rigid medical models can inadvertently harm neurodiverse colleagues, which in turn affects patient care. Most importantly, she will share simple, practical steps that organisations can take to create more inclusive and supportive environments, ensuring that all colleagues can thrive.

### 12:50pm – 1:40pm Lunch and Networking & Marketplace Stalls

Refuel and catch up with colleagues.



### 1:40pm – 2:00pm Afternoon Opener Chris Cutts

In a slight departure from usual conference etiquette, **Chris Cutts** will spend a few minutes at this point reflecting on the day so far and providing any key messages or areas for reflection for delegates to consider when they depart after the afternoon workshops.

### 2:00pm – 3pm Launch of The Video Learning Scenarios (support by Wake the Beast)

In this session we will be launching 5 x video learning scenarios, aimed towards complementing organisation's existing resources and training materials, sharing tools and techniques on 'how' staff can call out inappropriate behaviours in the workplace.

Wake The Beast – a performing arts company have created the scenarios using the words of our colleagues. Over 40 staff from across our health and care organisations shared their experiences with Adam and Natalie. We were really keen to ensure that the videos are truly reflective of the experiences shared, and therefore realistic to our health and care workforce.

Wake The Beast will deliver a live performance at this session, to share some of the lived experiences they heard in a memorable way. We will also hear from volunteers and members of the working group who supported this work, why they wanted to be involved in, and support this project.

***Facilitator: Adam McGuigan and team from Wake The Beast***

### 3:00pm – 3:15pm Refreshments

Rehydrate and move into the workshop sessions.



### 3:15pm – 4:00pm Workshops

At this juncture in the day, you will be able to choose one of five workshops to attend. There are five workshops which will run between 3:15pm to 4:00pm.

An overview of the workshops, their content and facilitators has been set out below.

Please use the Multiverse link to select your workshop. Each will have a maximum attendance of up to 30 people and places will be allocated on a first come first served basis, so book quickly to avoid disappointment.

#### **1. Giving the People Promise a Voice: How Freedom to Speak Up Supports Retention & Inclusion**

The Freedom to Speak Up (FTSU) process was established to create safe channels for raising concerns about patient care, but its impact goes far beyond that. When colleagues feel safe to speak their minds and bring their full selves to work, it fuels engagement, strengthens team bonds, and ultimately leads to better retention and enhanced patient care.

Manchester Foundation Trust will delve into the complex role that privilege plays in speaking out, share strategies for fostering compassionate conversations, and offer insights on creating inclusive pathways for FTSU. This is more than just a process—it's about empowering voices and building a culture where everyone feels heard and valued.

***Facilitator/s - Andrew Lloyd, Head of FTSU at Manchester Foundation Trust***





## 2. Recruiting and Progressing the Best: Building an Inclusive Future together

Join the **NW NHSE EDI Team** for this fun and interactive workshop focused on how to proactively remove barriers to recruitment, assessment and progression for those from under-represented groups. From assessment and selection to self-moderation and outcome, we'll explore how leadership, toolkits, and EDI Reps play a crucial role in shaping a fair and equitable process for everyone. Amidst the biggest change programme NHSE has ever experienced, our organisation faced a time of uncertainty and transformation. Our mission was clear: to uphold the highest standards of Equality, Diversity, and Inclusion (EDI) to ensure that every team member had a fair, respectful, and equitable experience.

This session will share the journey we've been on, offering open and honest insights into what worked well, where we could improve, and what's next on our path to inclusion.

**Facilitator/s:** *Abid Dar and Rhonda Saul, NHSE NW EDI Team.*

## 3. Establishing Our Wellbeing Community 1 Year On:

### The Journey We Took and The Benefits We Are Seeing to Create a Culture Focussed on Staff Wellbeing.

Following the launch of the Wellbeing Community resources at our conference last year, Gareth and his team have established a Wellbeing Community and a new Staff Wellbeing Hub at the Countess of Chester NHS Foundation Trust.

At this workshop, Gareth will be reflecting on their journey over the last 12 months, the session will explore their approach through co-production with internal and external partners, the barriers, the challenges, and key successes along the way, which includes improving People Pulse survey data and some reductions being seen in the number of referrals made to Occupational Health since opening the Wellbeing Hub. They will share the impact so far and their aspirations for the future.

**Facilitator:** *Gareth Siggee, Employee Wellbeing Lead, Countess of Chester NHS Foundation Trust*

## 4. Multigenerational Reward & Recognition Strategies: Tailoring Success Across Generations

Navigating reward and recognition can be challenging, especially when opportunities to transform pay is limited.

In this insightful session, **NHS Employers** will support you to consider what truly resonates with different generations in today's workforce. Discussions will focus on understanding of what motivates each generation and will discuss actionable steps and valuable resources that could enhance your reward and recognition programmes, ensuring they are impactful and inclusive.

**Facilitator/s:** *Olivia Farley & Rachel Howells, Programme Managers, NHS Employers*

## 5. Unlocking Potential: Retaining Talent through Dynamic Career Pathways

The **GM Primary Care team** share how they are leading the way in fostering talent by designing innovative career and training pathways that open doors for individuals to thrive in non-clinical roles.

By actively creating opportunities for growth, they enable colleagues to explore diverse roles, advance to senior positions, and retain invaluable skills and experience within health and care. These pathways not only nurture internal talent but also empower members of the local community, offering them a chance to grow and succeed even without traditional qualifications.

**Facilitator/s: Gill Pilkington, Programme Manager & Nikesh Vallabh, GP Partner, GM Primary Care**

**4:00pm Conference Close**

## AGENDA OUTLINE

Time	Main Room	Room one Workshop	Room Two Workshop	Room Three Workshop	Room Four Workshop	Room Five Workshop	Room Six Quiet Room	Reception Area			
9.00 am								Welcome, registration and networking			
9.15am											
9.30am											
9.45am											
10:00am	Chris Cutts Welcome and Context										
10:15am	Transforming Workforce Wellbeing: Insights from Policing to Healthcare - Dr Ian Hesketh										
10:30am											
10:45am											
11:00am		Improving the Working Lives of Doctors: Rota Flexibility for Medics	From Absence to Wellness: The Northern Care Alliance's Transformative Journey	Do Nurses Really "Eat Their Young"? Using Wisdom to Retain Our Early Career Colleagues	Becoming actively anti-racist: Planning your journey towards Silver status on the Anti-racist Framework	Violence Prevention and Reduction: Are your colleagues really safe at work?					
11:15am											
11:30am											
11:45am								Refreshments and networking			
12:00pm											
12:10pm	Creating Inclusive Cultures: Supporting our neurodivergent colleagues - Jo Sullivan										
12:30pm											
12:45pm											
12:50pm								Lunch and networking Market Stall Open			
1:00pm											
1:30pm											
1:40pm	Chris Cutts Afternoon Opener & Thankyou										
2:00pm	Wake The Beast performance & launch of B&H video resources										
2:15pm											
2:30pm											
2:45pm											
3:00pm								Refreshments and networking			
3:15pm											
3:30pm		Giving the People Promise a Voice: How FTSU supports retention & inclusion	Recruiting and Progressing the Best: Building an Inclusive Future together	Establishing Our Wellbeing Community 1 Year On	Multigenerational rewards strategies - Tailoring success across Generations	Unlocking Potential: Retaining Talent through Dynamic Career pathways					
3:45pm											
4:00pm											
CLOSE											