

TUESDAY 14 MAY 2019 | LONDON

## Digital Transformation in Urgent and Emergency Care Conference 2019

*Gibson Hall, 13 Bishopsgate, London EC2N 3BA*  
<https://goo.gl/maps/JSqeour4Z3jCFaMi6>

### Speaker Biographies

**Sam Shah** | Director of Digital Development | NHS E, NHS I, NHSX



Dr Sam Shah is a clinician and Director for Digital Development for NHS England, UK. He has a background in primary healthcare, public health, research and supporting the digital transformation of the NHS in England.

Sam leads on programmes designed to support citizens accessing health services, development of technology that enables integration and digitisation of urgent and emergency care. He strongly believes the introduction of technology, that leverages the power of insight through data, can improve efficiency, system capacity and clinical effectiveness.

Sam and his team work with a number of industry partners, research units and SMEs on digital developments in the NHS.

Sam has previously held roles as the clinical lead and commissioner for urgent care in London as well as overseeing the development of online access to urgent and emergency care in England.

**Simon Eccles** | CCIO | NHS E, NHS I, NHSX



Dr Simon Eccles is the Chief Clinical Information Officer for NHSX. Previously he was the CCIO for Health and Care. The role spanned the Department of Health and Social Care, NHS England, NHS Improvement and the arms-length bodies. He was accountable for delivery of the Personal Health and Care 2020 programme, and the whole of the central NHS IT expenditure.

Simon still practices one day a week as a consultant in Emergency Medicine at St Thomas' Hospital. Former roles have included: Programme Director for Emergency Care Pathways transformation at Guys and

St Thomas', including overseeing the building of a new Emergency Floor on the St Thomas' site; joint Clinical Director for Urgent and Emergency Care for NHSE London; joint SRO for Urgent and Emergency Care in South East London and a reviewer with CQC, the MPA and NHS England. He has been SRO for Interoperability within the P2020 programme and for NHSmail, providing secure communication across the NHS.

Simon was a first wave graduate of the Major Projects Leadership Academy at the Said Business School, Oxford sponsored by the Cabinet Office. He was previously the Medical Director for NHS Connecting for Health, where he had responsibility for clinical engagement in health informatics as a driver for clinical quality and productivity improvement. He was the clinical lead for the NHS Information Strategy in 2011.

Simon Eccles qualified from the London Hospital Medical College in 1994. He has previously chaired the BMA Junior Doctors Committee; leading in addressing the challenges of changing doctors' post-graduate training and the European Working Time Directive. He has held a number of strategy and policy advisory roles within the Department of Health, including clinical lead for the Hospital at Night programme.

Simon Eccles is co-author of the Oxford Handbook of the Foundation Programme and joint editor of the best-selling careers guide 'So you want to be a brain surgeon'. He lives in central London, collects contemporary British art and maintains a select fleet of classic cars, some of which work, some of the time.

### **Dom Campbell | CEO | FutureGov**



Dominic is a digital government entrepreneur with a background in organisation design and digital transformation. Having spent 5 years implementing large change initiatives within local government, Dominic founded FutureGov in 2008 to bring human-centred design and digital technology into the heart of public sector transformation programme.

Major projects include; large-scale reinventions of Children's Social Care technology and practice with west London authorities; working with senior management and politicians in Essex County Council to design and deliver a multi-year digital transformation programme; and leading

the organisational redesign of Homes England as interim Chief Digital Officer, to help better equip it with the tools, capabilities and behaviours needed to position them as an exemplar of public sector organisations in the 21st century.

He regularly advises all levels of government internationally, covering USA, Australia and the United Arab Emirates. Dominic has taught at a range of business schools, including Harvard's Kennedy School, USA; INSEAD, France; and IMD, Switzerland.

**Sophie Dennis | Service Design Lead | NHS Digital**



Sophie is a strategic design consultant and coach. She helps organisations deliver better services to customers by putting user needs at the heart of their digital strategy, and integrating user-centred design into agile delivery practices.

Sophie has 20 years' experience working with multi-disciplinary teams on strategic content, design and development projects. She's led ambitious user research and discovery programmes, defined digital strategies for major public and third-sector organisations, and built high-performing teams able to deliver high-quality user-centred digital services at pace.

Currently leading NHS Digital's strategic service design work for digital urgent and emergency care, she previously lead the definition of the new design language and information architecture for the NHS website ([nhs.uk](https://www.nhs.uk)). She's worked for, among others, Public Health England, the Department for Work and Pensions, the National Trust, Land Registry, Bristol City Council, the University of Surrey, Jisc and the Office for National Statistics, and world-leading experience design agencies CX Partners and Nomensa.

**Matt Stibbs | Product Lead | NHS Digital**



Matt Stibbs is a product lead with a strong focus on interoperability and open standards as a means for driving improvement in health services.

Matt has worked on urgent and emergency care technology for 15 years, building and implementing clinical software, and more recently, supporting NHS England and NHS Digital with technology programmes improving our service data and interoperability infrastructure. Matt is also a leader in the health tech community, organising UK Health Camp and NHS Hack Days.

**Terence Eden | Senior Technology Advisor | Department of Health and Social Care**



Terence Eden is the Senior Technology Advisor in NHSX. He is long-time advocate of open source and open standards in government. He is an editor of the HTML5 specification and an invited expert at the BSi. You can read his personal blog at <https://shkspr.mobi/blog/> or follow him on Twitter at @edent

**Hadley Beeman** | Chief Technology Adviser to the Secretary of State | Department of Health and Social Care, NHSX



Hadley Beeman is the Chief Technology Adviser to the Secretary of State for Health and Social Care. A software engineer and technical architect by training, Hadley founded an open data startup and spent a few years with the Government Digital Service (GDS) transforming the UK government’s public services.

Hadley currently works with the Department of Health and Social Care and NHS bodies on tech and digital strategy and delivery, including the recent launch of NHSX. She also serves on the W3C Technical Architecture Group, appointed by Sir Tim Berners-Lee, covering the

open standards forming the future architecture of the World Wide Web.

Hadley has spent years working to improve and support the National Health Service, including creating and delivering Synapse — a structured social network for junior doctors in London and the South East of England. She also has conducted a review of the NHS web space and has helped East Kent Hospitals University NHS Trust with eLearning. She has championed the UK’s healthtech community through events like NHS Hack Day and UK Health Camp.

**Ross Fullerton** | CIO | London Ambulance Service



Ross joined LAS in May 2017 as Chief Information Officer. He has had nearly 20 years’ experience leading information technology teams and advising IT leaders. Ross held senior IT leadership roles in the defence sector for five years.

Prior to this, Ross spent 10 years as a consultant where he led IT departments through major change at organisations including Centrica, BP, Marks and Spencer and the Student Loans Company.

**David Brown | Director of Digital Technology and Performance | IC24**



David is executive lead for Digital Technology & Performance within Integrated Care 24, a large Social Enterprise providing Integrated Urgent Care services across the South & East of England.

David has worked within urgent care for over 20 years. During this time he has held a range of senior IT and strategic posts which have been instrumental in service design & transformation of IC24's NHS 111, CAS and OOHs services. David also leads the systems & development team responsible for the Clinical Excellence Online (CLEO) system. This has led to the creation of

highly interoperable clinical workflow solution, supporting operational and clinical quality service provision across IC24's services.

David prides himself in making a difference, and support's collaborative working initiatives with NHS and partner organisations. This is with the aim of enabling our service-influenced technical knowledge to facilitate interoperability standards and successful implementations across Urgent & Emergency Care.

**Maureen Baker CBE | GP and Chair | PRSB**



Professor Maureen Baker is the chair of the Professional Record Standards Body, a role she started in September 2017. Maureen is the immediate past chair of the Royal College of GPs and has spent her career championing quality improvement and patient safety through better use and sharing of clinical and professional care information.

**James Ray | Consultant in Emergency Medicine and Regional Urgent and Emergency Care Lead, London**



Dr Ray is an Emergency Medicine Consultant at the Oxford University NHS Foundation Trust. He has been a local and regional lead for NHS 111 in Thames Valley and is now the UEC Regional Clinical Lead for London. He became a clinical advisor for DUEC in 2017 initially working on IUC data sharing requirements. He is now leading on the development of the IUC Data Set and is currently on Cohort 2 of the NHS Digital Academy.

**Radhika Rangaraju** | Head of Integration, Digital Urgent and Emergency care | NHS E, NHS I, NHSX



Radhika is an award winning Digital Health Leader currently working as Head of Integration for Digital Development NHSX. Radhika is a NHS Management Scheme graduate, and holds a MSc in Managing Business with IT from University of Salford alongside a Post Graduate Diploma in Health Informatics from University of Central Lancashire. She has experience of delivering a broad range of digital clinical products in primary, secondary and emergency care settings at both regional and national levels.

Radhika is passionate about user-centred design and ensuring that digital products in the NHS cater to

the needs of both patients and staff. Radhika is currently further developing her digital health leadership skills as part of Cohort 2 of the NHS Digital Academy.

**Chris Fleming** | Digital Services Delivery Director | NHS Digital



Chris has over 12 years of policy, strategy, and digital delivery experience in city and central government, and latterly the NHS. He is currently digital services director for urgent and emergency care; working on healthcare interoperability and leading 111 online; a digital service to assess patients' health needs and connect them with the right care. He also has a degree in Physics with French from the University of Nottingham.

**Ignat Drozdov** | CEO | Baring Research



Dr Drozdov is Managing Director of Bering Limited, a London-based firm that is applying AI along the continuum of health and care. Bering's strong research-led focus enables discovery and translation of cutting-edge technologies across domains such as precision medicine and molecular diagnostics, primary care, and acute care. Dr Drozdov trained as a clinician and has a PhD in Machine Learning and Computational Biology from King's College London.

**Allison Nation | Associate Director Digital Strategy | Somerset CCG**



Allison has led the Digital Strategy for General Practices in Somerset for 15 years, with an ever growing programme for delivery, working with local clinical leads, and national projects with NHS England and NHS Digital. As part of Somerset STP, the Somerset Digital Roadmap established an approach as 'Clinically Led, Digitally Enabled' with work emerging across three workstreams of Digital Transformation, Data Security & Protection, and Business Intelligence. Recently Allison has led the development of a Somerset Business Intelligence Strategy and worked with Bering Ltd to explore application of BRAVE AI into NHS.

**Justin Harrington | CCIO | Somerset CCG**



Justin Harrington is Chief Clinical Information Officer for Somerset CCG. He has been a GP for 30 years in Somerset and first became interested in digital agenda in relation to health over 25 years ago. He started working to increase local knowledge and use of systems in the time of FHSAs and is now involved at a Somerset system level on local, regional and national programmes. He has an interest in interoperability and has helped develop the Somerset Integrated Digital electronic Record (SIDeR) programme and is also involved with the south west LHCR. Justin has also been involved in the deployment of the Brave AI application in a clinical setting and keen to understand it's further potential.

**Ruth Sutherland | CEO | Samaritans**



Ruth was appointed CEO of Samaritans in August 2015. She initially trained as a Registered General Nurse but has spent the majority of her career in public health roles, following a degree in Social Policy from University of Warwick and a Master's degree in Health Promotion from the University of Ulster. Ruth was the founding Director of the Community Development and Health Network, a charitable membership network committed to addressing inequalities in health and wellbeing in Northern Ireland. Prior to joining Samaritans, Ruth was CEO of Relate and previously held senior executive leadership roles at Rethink, Alzheimer's Society and Scope.

Ruth is a volunteer at the Bexley and Dartford branch of Samaritans. She has been a Trustee of the Royal Society of Wildlife Trusts since November 2015 and was a Commissioner on the NHS Staff and Learners' Mental Wellbeing Commission.

**Matt Edgar | Head of Design | NHS Digital**



Matt's role involves developing NHS Digital's design capability and creating clarity through design leadership and standards for citizen-facing services. He is also head of profession for 150 digital services delivery specialists across NHS Digital.

Matt previously spent 5 years as a service designer, digital coach, and founder of service design and innovation consultancy Stick People. He developed the GDS Service Manager Programme and coached in the DWP Digital Academy. His service design clients included the Co-op, NHS organisations, and local government.

**Dave Jackson | Chief Superintendent | Metropolitan Police**



Chief Superintendent David Jackson is in charge of the Metropolitan Police Service's Contact, Command & Control services and leads transformation of the Met's future Public Contact Centre.

In 1990 David joined the Nottinghamshire Police Service as a contact advisor, where he progressed to become one of the organisation's trainers for Command & Control.

He transferred to the Metropolitan Police Service in 1995, working in citizen facing or command and control roles at every rank.

David also sits on the national strategy group for contact management, and represents the United Kingdom at the EU level Heads of Police Command Centres.

**Sonia Patel | CIO | London North West Healthcare NHS Trust**



Sonia is Chief Information Officer at London North West Healthcare NHS Trust, leading the Digital Services Departments at both London North West Healthcare NHS Trust and Hillingdon Hospital NHS Foundation Trust.

**Emma Mulqueeny OBE | NHS Digital**



Emma founded Rewired State and Young Rewired State, is a Commissioner for the Speaker’s Commission on Digital Democracy and a Google Fellow. Currently working with the NHS on the urgent and emergency care digital transformation programme.

She has been recognised with an OBE in the Queen’s 90th birthday honours list for services to technology and education, is included in the annual edition of Who’s Who.

Emma writes regularly for the British Press and on her own blog, speaks on radio and on television and is an active

campaigner for mental health and suicide charities and programmes with a particular focus on young people.

**Debbie Floyd | 111 online Implementation Lead | NHS Digital**



Debbie is currently the interim Head of 111 online, she has worked at NHS Digital for the past 18 months, and was previously the v111 online Implementation Lead. During this time she has led the national roll out of the NHS 111 online service, working with CCG commissioners, DOS Leads and IUC and Out of Hours Providers.

Her career in the NHS started 15 years ago following a move from London, to the Midlands, leaving behind a hectic role in advertising. Based in the commissioning department of a small 125k population Primary Care Trust, Debbie was responsible for Funding Individual

Treatments, which involved assessing requests for NHS funding for treatments that were outside of established contracts. She gained an insight into contracts, commissioning and the grass roots of the NHS.

Debbie continued to work for the local NHS, through governance roles; including assessing prison health as it moved to the NHS (and visiting each of the 6 prisons in Staffordshire!), commissioning management; including the appointment of the local out of hours GP provider for Staffordshire; and finally settling in urgent care. Urgent Care led to 111 telephony; including local procurements and a national position at NHS England in the 111 team, and subsequently supporting the mobilisation and procurement of 111 and Integrated Urgent Care Services across the country. Having been immersed in urgent care its been a natural progression to build on this knowledge base and work with NHS Digital to make digital access an integral part of the urgent healthcare system.

**Mandy Williams | Pathways Programme Lead | NHS Digital**



Mandy Williams is a Registered Nurse with over 24 years NHS experience working in Acute Medicine & Urgent & Emergency Care, Clinical Site Management and Hospital General Management, she is also a programme and project professional and has worked across a wide range of technology, digital and business change projects and programmes.

Mandy currently works as Programme Head, Urgent and Emergency Care, NHS Digital and is the Head of NHS Pathways.

**Jacqui Jedrzejewski | Deputy Director, Digital Urgent and Emergency Care | NHSE, NHSI, NHSX**



Jacqueline Jedrzejewski is the Deputy Director of Digital Development / Clinical Assurance Lead within the NHS England Digital Urgent & Emergency Care Directorate.

An active clinician and passionate about high quality and safe patient care, formerly the Associate Clinical Director of NHS Direct / NHS 111 and the National Mental Health, Learning Disability and Safeguarding Lead there, Jacqueline is an expert in the field of remotely delivered health care and has a long history of working with clinical decision support software systems, including their design, authoring, editing, evaluation and review.

Recognised as an innovative and inspiring leader that has made a significant contribution to the on-going improvement in patient experience in the NHS and as voted for by front line NHS staff; Jacqueline has over 38 years nursing and clinical operational experience in a variety of settings, including; acute care / urgent and emergency care, offender health, child and adult learning disability / mental health and child and adult safeguarding. This successful work continues into NHS England.

A long serving Trustee of the Sir Thomas Smythe Charity, past Vice President of the Unit Management Committee of her local Sea Cadet unit and an active member of Lion's International; Jacqueline is the current President and Welfare Chairman of the Southborough and District Lions Club. Jacqueline also served as the elected Town Mayor of Southborough and High Brooms; a position she successfully served for two years.

Jacqueline has given extraordinary commitment and dedication to both her work in the NHS and in a voluntary capacity in benefitting her local community through her tireless fundraising and commitment to helping those in need. Jacqueline commits herself 100% to everything she does and always with a smile.

**Murray Ellender | CEO | eConsult**



eConsult's Chief Executive Dr Murray Ellender qualified from King's College London in 1999 and trained in Emergency Medicine before starting his career in General Practice 14 years ago. He joined the Hurley Clinic in 2006 and still practices across the Hurley Group, in both general practice and urgent care settings.

Our focus is to bring NHS care into the digital age, offering patients the ability to consult with their own NHS GP online and be triaged digitally in Urgent & Emergency Care settings.

Murray spends his spare time running around after his four children.

**Sukh Singh | Assistant Director of Primary Care Service Delivery | Bexley CCG**



Sukh has managed and implemented transformational projects and initiatives in the NHS for over 15 years, having worked for NHS Direct, West Kent PCT, Kent Community Health NHS Foundation Trust and Bexley CCG. Currently managing and leading Primary Care & ICT initiatives across Bexley CCG, Sukh wrote the CCG Primary Care Strategy focused on how population and health needs in Bexley could be better served through redesign of care, the development of the primary care workforce, improving the sustainability and resilience of general practice and improving access for patients. A particular passion for Sukh is enabling technology to improve and transform primary care provision for patients, as well as supporting

primary care providers to deliver a more joined up and sustainable health and social care service.

## Marketplace Biographies

### 1 VISYON



VISYON is a full service technology innovation agency. We bring together 60 global experts and 8 years of award-winning experience to empower innovation at the intersection of business, experience and technology.

We are passionate advocates for the power of emerging technologies and driven by our commitment to accelerate innovation in healthcare.

Our unique innovation ecosystem allows us to provide not only Creative Services to deliver ROI objectives for international clients across multiple industry sectors, but also to invest in Proprietary Technologies, build bespoke Experiential Installations and to participate in Social Innovation projects.

We have delivered and will keep on delivering ground-breaking projects in VR, Immersive Content, AR & MR, Holographic projections, sensorial installations, proprietary technologies and exploring how AI can accelerate unleashing the potential of these technologies.

Over the last seven years we have been creating immersive experiences for over 100 international clients across multiple industry sectors.

We'll keep on looking beyond.

### 2 GoodSAM



**Professor Mark Wilson**, Medical Director and Co-Founder of GoodSAM

Professor Mark Wilson is a Consultant Neurosurgeon and Pre-Hospital Care Specialist at Imperial College and an Air Ambulance doctor. Mark is also Clinical Professor specialising in Brain Injury at Imperial and Honorary Professor of Pre-Hospital Care (the Gibson Chair) at the Faculty of Pre-Hospital Care, Royal College of Surgeons, Edinburgh. He is Co-Director of the Imperial Neurotrauma Centre. As the Medical Director and Co-Founder of GoodSAM, Mark has developed many of the innovative features within the system. His extensive pre-hospital experience, has taught him that governance of systems and processes is paramount. It is this guiding principle which has made the GoodSAM platform so robust and earned the confidence of some of the world's leading ambulance services.

**Ali Ghorbangholi**, Technical Director and Co-Founder of GoodSAM

Engineer, Big Data and Cloud Architect, Ali has designed and built the GoodSAM system including all of the innovations within the GoodSAM platform. Ali and his team have worked with some of the world’s largest and most complex Emergency Services to implement a plethora of GoodSAM solutions which have saved lives across the world. He has worked for two major banks running their coding and cyber security teams and is a graduate of Imperial College, University of London.

3 **HLP and Accenture**



Healthy London Partnership has teamed up with NHSmail and Accenture to run Discovery work focused on empowering a digital social care workforce. The team spent time with a selection of care providers to understand their needs and challenges when working to deliver quality care, particularly focusing on their interaction with the health sector. NHSmail is setting the foundations for digital social care, ultimately starting the process of making the sector feel a greater level of respect and more like a part of the NHS. Through starting our work with talking to care providers about what they want and need to be able to do, and designing our plans around those requirements, we’re able to show the impact this is having on positive uptake and excitement for more to come.

4 **Patchwork**



Patchwork is an award-winning platform that connects clinicians to available shifts in healthcare organisations, cutting out the middleman. We provide a cloud-based software solution for managing temporary staffing, which improves the clinician experience and reduced admin burden. The company is a public-private partnership with Chelsea & Westminster NHS Trust, where it was shown to increase bank fill rates and save millions in agency spending.

5 **MMT Digital**



As a trusted digital partner, MMT Digital works with organisations to enable and support the implementation of their digital transformation strategy. Not bound by a single technology, we select the right platforms, tools and approach for each client. Sometimes that means building a website or bespoke application to a specific brief. Other times it’s identifying how technology can transform a client’s business.

MMT Digital has spent the last 20 years working with clients such as Bacardi, Vodafone and comparethemarket.com to digitally enable their businesses, upskill their in-house teams in order to deliver real value against their business goals and customer needs.

Our collaborative approach means our 170-strong UK team - offsite and onsite - builds open and honest relationships with our clients.

Acquired by Be Heard in 2016, MMT Digital is the UK’s most recommended digital agency by clients (The Drum Recommends) and picked up seven awards including the prestigious Grand Prix in 2018.

6	<b>NHS Digital – Access to Service Information</b>	
<p>Service Finder BETA is a national web based product, which is free to use by any professional employed by a health and/or social care provider. It gives users access to accurate, real-time information to help signpost patients to available services that best meet their needs.</p> <p>It has been developed in collaboration with Urgent and Emergency Care (UEC) frontline clinicians and continues to be actively developed with additional features and refinements whilst it is in beta stage. The product is being developed by A2SI (Access to Service Information) a NHS Digital programme.</p>		
7	<b>NHS Digital / FutureGov - Service Design Co-Design</b>	 
<p>Established in 2008, FutureGov is a change agency, supporting health and public sector organisations through digital transformation and service design. We use design, technology and organisation development approaches to create public services fit for the 21st century. Our mission for health and care is to transform services, organisations and systems to help people live more independent, healthier lives for longer. This year, we’ve partnered with NHS England and NHS Digital to design a vision and roadmap for digital to improve urgent and emergency care. Visit <a href="http://wearefuturegov.com">wearefuturegov.com</a></p>		
8	<b>Nuance</b>	
<p>Nuance provides Omni Channel solutions that enable patients to interact with care services, naturally. These are enabled through natural language understanding (NLU) whether spoken or typed, regardless of channel i.e. phone, smartphone, laptop or IoT device. The foundation for self and assisted service is the ability to accurately determine the patient need; Nuance’s NLU approach makes this conversational and in the patients ‘own words’. In many cases, there is a need to identify or gather information about the patient e.g. location, or language being spoken. Nuance can assist Service Providers in automating these aspects of patient engagement, using its NLU and/or voice biometric technologies.</p>		
9	<b>Doc Abode and Sesui</b>	
<p>Doc Abode is a real-time clinician deployment platform that connects a clinical workforce to NHS patient needs based on availability, proximity &amp; expertise.</p>		

Doc Abode’s vision is to develop innovative solutions to support the NHS workforce of the future, transforming healthcare delivery to meet increasing demand and complex needs of our patients. We aim to create solutions which allow NHS organisations to easily adapt by widening the network of a flexible, sustainable and local clinical workforce. We are developing algorithms which match capacity to demand, creating a safer and more responsive care system.

Oli White – Head of Commercial, Sesui Cloud Communications

Sesui are the bright British innovator of award winning cloud telecoms software, connecting people to organisations when it’s critical they get through. Sesui do this by lifting your communications systems into the cloud. We don’t care about the software you’re using, who’s providing the connection, or even the types of phones you’ve got. You don’t need to replace any of it – we’ll just float our cloud software over the top and tie it all together. It’s nimble, elastic and sustainable.

Oli’s worked with start-ups to global conglomerates, including Tokbox, O2 Telefonica and Cable and Wireless, Oli’s 20-year track record in technology is helping Sesui cement its leading position in cloud communications.

10 **Infinity Health**



Infinity Health is a team of clinicians, designers and software developers that are addressing workflow and communication challenges across healthcare.

Infinity is a secure collaboration and task management solution that transforms the way healthcare professionals coordinate their activity and access critical information, in order to provide the most efficient and highest quality care for their patients.

Infinity Health is an ISO/IEC 27001 certified company and an approved supplier on the Crown Commercial Services Digital Marketplace (G-Cloud).

Email: [hello@infinity.health](mailto:hello@infinity.health)

Website: <https://infinity.health/>

11 **Quinyx**



Quinyx – Leading the Workforce Management revolution

Quinyx is the leading provider of cloud-based workforce management solutions. With a mobile-first approach, Quinyx helps to reduce workforce-related costs by automating labour intensive processes like scheduling, payroll, time punching, communication and forecasting. All while creating a smiling workforce.

Quinyx is driven by the belief that work can be made much more efficient and enjoyable, by providing employees with greater visibility on their schedule, and more flexibility in changing their shifts - while making it easier for their managers to plan rotas through our stellar software. Resulting in increased employee engagement, reduced staff turnover and better patient care and services.

Founded in 2005 by Erik Fjellborg, CEO - Quinyx today has more than 500,000 users and enables 700+ customers around the world to enjoy work, including companies like IC24, Yarrow, Hampshire County council, Medvivo, Vocare and Humana. Find out more at [www.quinyx.com](http://www.quinyx.com).

12 **Waitless**



Transforming Systems was founded to address poor access to, and visibility of, real time operational capacity and demand information across the NHS. The SHREWD and WaitLess platforms are co-designed with NHS managers, clinicians and patients.

SHREWD brings together powerful, real-time data showing operational pressure across the entire urgent care system at a glance.

WaitLess, shows patients the fastest place to access urgent care for minor conditions. Combining real-time waiting times for A&E and Urgent Treatment Centres with routing information, it's proven to reduce A&E attendances at pressured departments by helping patients choose venues of care with lower waiting times.