

## DNA of Care:

### One year on, sharing the learning

Thursday 7<sup>th</sup> December 2017 10am – 4pm

Conway Hall, 25 Red Lion Square, London, WC1R 4RL

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#### AGENDA

Time	Agenda Item	Speaker
9.30am	Arrival & Registration	
10.00am	Welcome and Introduction to the day	Kevin Holton
10.10	'Mastering' the DNA of Care	Rachel Scanlan
10.25	Evaluating the DNA of Care – some highlights	Pip Hardy
10.35	Evolving the DNA of Care: an introduction	Pip Hardy
10.40	From compassion to complex pain	Natasha Curran, Anna Mandeville & storytellers
11.15	Appreciative, reflective, open space accompanied by morning coffee	All
11.50	Stories of the stories	DNA of Care storytellers: Sheena Mansell, Lizz Summers & Yvonne John
12.20	Using stories to change culture – North Tees	Michelle Lancaster & DNA of Care storytellers from North Tees
12.40	Lunch	

13.15	Setting the scene for the afternoon	Kate Milton and Karen Deeny
13.30	Serious incidents and Terrific Teens!	Claudia Gore & storytellers
14.05	Reflection and small group discussion prompted by the original themes <ul style="list-style-type: none"> <li>• <i>Compassion</i></li> <li>• <i>Clinicians in distress (Wounded healers)</i></li> <li>• <i>Serious incidents</i></li> <li>• <i>Staff as carers</i></li> <li>• <i>Leading change across boundaries</i></li> </ul>	Everyone
14.40	Hearing your voices	Anyone and everyone
15.15	Coffee and cake	ALL
15.30	Where are we now? (drawing together themes from the day)	Storytellers
15.50	Where next?	Kate Milton and Karen Deeny
16.05	Thank you and close	Kevin Holton and Kate Milton

## Contact Details

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### NHS England

#### **Kate Milton**

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## Links

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[www.patientvoices.org.uk/dnaoc.htm](http://www.patientvoices.org.uk/dnaoc.htm)