



9 October 2023



Resolution

Emergency Medicine Conference

Implementing recommendations:
shared insights to reduce claims in
emergency medicine



 @NHSResolution

The purpose of the event is to bring together professionals working in emergency departments across England to share learning from compensation claims and on the ground experiences of how to improve care. To align with [our trio of recently published reports](#), the day will have a particular focus on:

- **high-value and fatality related claims;**
- **missed fractures; and**
- **hospital-acquired pressure ulcers and falls.**

09:00 Registration and refreshments – networking area with exhibition stands and posters

Time	Session title:	Speakers:
09:30	Welcome and introduction from Helen Vernon, Chief Executive (NHS Resolution) and our Co-Chairs	Ian Adams, Director of Policy, Strategy and Communications (NHS Resolution) Kate Eisenstein, Director of Strategy (Parliamentary and Health Service Ombudsman)

Section 1 – High-value and fatality related claims

09:40	High-value and fatality related claims and recommendations to implementation	Dr Denise Chaffer, Director of Safety and Learning (NHS Resolution) Dr Alex Crowe, Deputy Director of Safety and Learning (NHS Resolution)
10:00	Keeping the emergency department safe	Dr Katherine Henderson, Immediate Past President (The Royal College of Emergency Medicine) Dr Emma Redfern, Acting Medical Director University Hospitals Bristol and Weston, Chair Safer Care Committee (The Royal College of Emergency Medicine)

10:30	Sepsis, infection and AMR: linking threats and a pragmatic systems approach	Dr Ron Daniels, CEO (The Sepsis Trust)
10:55	Refreshments – networking area with exhibition stands and posters	
Section 2 – Missed fractures		
11:15	Welcome from co-Chair Kate Eisenstein (PHSO)	
	Missed fractures	Tim Shurlock, Safety and Learning Lead, South (NHS Resolution)
	Teamwork & strategies to reduce missed fractures	Dr Tracy O'Regan, Professional Officer Clinical Imaging and Research (The Society and College of Radiographers)
	Optimising patient safety in ED: a Radiology perspective	Dr Robin Evans, Clinical Director and Responsible Officer, (Everlight Radiology)
12:00	Lunch - networking area with exhibition stands and posters	
Section 3 - Hospital-acquired pressure ulcers and falls		
12:55 – Welcome from Ian Adams (Director of Policy, Strategy and Communications, NHS Resolution)		
13:00	Harm Free Care In An Acute Setting	Rabina Tindale, Chief Nurse (Wrightington, Wigan and Leigh NHS Foundation Trust)
13:30	Quality improvement in the emergency department	Charlotte Roberts, Emergency Department Senior Sister (Blackpool Teaching Hospitals) Dr Samuel Guest, Emergency Department Consultant (Blackpool Teaching Hospitals)
14:15	Refreshment break – networking area with exhibition stands and posters	
14:45	A perfect storm of litigation: an emergency medicine weather forecast	Professor Tim Briggs CBE, Chair of GIRFT and NHS England National Director for Clinical Improvement and Elective Recovery

		Dr Chris Moulton, Clinical Lead for Emergency Medicine (GIRFT) Dr Sue Greenhalgh, Clinical Fellow and Consultant Physiotherapist (Manchester Metropolitan University)
15:40	Cases of note	Rose-Anna Lidiard, Deputy Director of Technical Claims (NHS Resolution)
15:55	Panel discussion	<p>Chaired by Alex Crowe (Deputy Director of Safety and Learning)</p> <p>Panel to include:</p> <ul style="list-style-type: none"> • Dr Denise Chaffer, Director of Safety and Learning (NHS Resolution) • Professor Tim Briggs CBE (Chair of GIRFT and NHS England National Director for Clinical Improvement and Elective Recovery) • Debbie DeLabauve (Deputy Chair for the Emergency Care Forum at the Royal College of Nursing) • Dr Katherine Henderson (The Royal College of Emergency Medicine) • Dr Emma Redfern (The Royal College of Emergency Medicine)
16:35	Closing remarks from Ian Adams (Director of Policy, Strategy and Communications, NHS Resolution) and Kate Eisenstein, Director of Strategy (Parliamentary and Health Service Ombudsman)	
16:45	Close	