



JOIN THE CONVERSATION:

[www.ilinksmersey.nhs.uk](http://www.ilinksmersey.nhs.uk)

 [@iLINKSInnovator](https://twitter.com/iLINKSInnovator)

[#iLINKS17](https://twitter.com/iLINKS17)



**Informatics Merseyside**

# iLINKS 17

## CONFERENCE & EXHIBITION

LEADING INNOVATIONS IN HEALTHCARE TECHNOLOGY

WEDNESDAY 5 JULY 2017, AINTREE RACECOURSE, LIVERPOOL

Our Sponsors

WITH THANKS TO OUR #iLINKS17 SPONSORS...



**SAMSUNG**

# Welcome to #iLINKS17

## Thank you for attending this year's iLINKS Innovations conference and exhibition!

Organised by NHS Informatics Merseyside ([www.imerseyside.nhs.uk](http://www.imerseyside.nhs.uk)), iLINKS Innovations aims to showcase innovation and technology in health and social care, exploring the benefits that this can deliver ranging from improved outcomes for patients to key efficiency gains.

Now in its seventh year, the content and format of iLINKS Innovations continues to grow and we are delighted to be welcoming a host of distinguished keynote speakers who will be addressing delegates on a range of topics, including plans to expand the use of digital technology across the NHS through Global Digital Exemplars. You can read more about this on page 12 or join us in the Sunloch Suite during the presentation sessions to hear from our local GDEs.

In addition to the highly popular Exhibitor Marketplace, we also have our Digital Space which explores some of the exciting innovative technologies being developed and integrated in local hospital and community services, as part of the Liverpool SME eHealth Cluster.

**digital**  
SPACE

We hope you enjoy all that is planned throughout the day and look forward to welcoming you at future events.

Agenda	3
Hello my name is...	3
Meet the speakers	4
Presentation guide	6
Introduction to Global Digital Exemplars	12
Exhibitor floor plan	13
Our sponsors	14
The organiser	18
Word hunt competition	19
Feedback form	21



## Your guide to the day...

### Help and support on the day

The iLINKS Innovations Event Team will be on hand throughout the day to provide guidance and support. Just look out for those wearing a yellow lanyard or iLINKS sash. Alternatively, visit our Information Desk located within the Golden Miller Suite in the Earl of Derby Stand [see page 13].

### Wi-Fi

Free Wi-Fi is available at the venue. Please go to Settings > Wi-Fi, and make sure Wi-Fi is turned on. Then choose Free Jockey Club Wi-Fi.

### Your feedback

Your feedback on iLINKS Innovations is very important to us and will help inform future event planning, whilst ensuring standards are continually being maintained. Please complete the feedback form on page 21 and post it in the letterbox provided. We appreciate your opinion!

### Event photography/filming

Please be aware that filming and photography will be taking place during the event for promotional purposes. If you wish to be omitted from such media, please notify the filming crew or a member of the iLINKS Innovations Event Team during the day. A selection of the photographs taken at the event will be made available on the iLINKS Innovations website in due course, so remember to keep checking the site for updates at: [www.ilinksmersey.nhs.uk](http://www.ilinksmersey.nhs.uk) Some photographs may also appear on Twitter @iLINKSInnovator #iLINKS17

### Event sponsors and presenters

On the following pages you will find keynote speaker biographies and overviews of the presentation sessions taking place throughout the day. We would like to take this opportunity to thank all of our speakers for agreeing to share their insights with us and our sponsors - Cerner, EMIS Health, InterSystems and Samsung, who are supporting this year's event.

# Agenda #iLINKS17

Registration & Exhibition [Golden Miller Suite / Earl of Derby Stand - see page 13]	08:30
.....	
Morning Keynote Address and Q&A [Sunloch Suite / Lord Sefton Stand]	09:15
<p>Matthew Swindells, National Director - Operations and Information, NHS England</p> <p>Louise Shepherd CBE, Chief Executive, Alder Hey Children's NHS Foundation Trust</p> <p>Dr David Fearnley, Medical Director, Mersey Care NHS Foundation Trust</p> <p>Aidan Kehoe, Chief Executive, Royal Liverpool and Broadgreen University Hospitals NHS Trust</p> <p>David Allison, Chief Executive, Wirral University Teaching Hospital NHS Foundation Trust</p>	
.....	
Exhibitor Market Place - Refreshments and Networking	10:45
.....	
Presentation Sessions [See page 6]	11:15
.....	
Lunch & Exhibition [Golden Miller Suite / Earl of Derby Stand - see page 13]	12:15
.....	
Afternoon Keynote Address [Sunloch Suite / Lord Sefton Stand]	13:30
<p>Andy Kinnear, Director of Digital Transformation for South, Central and West CSU</p> <p>Dr Joe McDonald, Director of Connected Health Cities - North East and North Cumbria, Chairman of the CCIO National Network and CCIO at Northumberland Tyne and Wear NHS Trust</p> <p>Patient Experience in Digital Technology</p> <p>Dr Simon Bowers, GP, Vice Chair and Clinical IM&amp;T Lead, Liverpool CCG</p>	
.....	
Afternoon Tea & Exhibition [Golden Miller Suite / Earl of Derby Stand - see page 13]	14:30
.....	
Presentation Sessions [See page 6]	15:00
.....	
Conference & Exhibition Close	16:00

## #hello my name is...

The "hello my name is" campaign was created by Dr Kate Granger MBE, a registrar in elderly medicine who had terminal cancer. Dr Granger started the campaign in August 2013 after she became frustrated with the number of staff who failed to introduce themselves to her when she was an inpatient with post-operative sepsis.

Dr Granger asked front-line NHS staff to make a pledge to introduce themselves in future to their patients. She used social media to help kick start the campaign and created the hashtag #hellomynameis.

Sadly, Dr Granger passed away at the age of 34 on 23 July 2016 after reaching her target of raising £250,000 for cancer charities.

iLINKS Innovations is proud to support the "hello my name is..." campaign. Give it a go at this year's event or find out more at: [hellomynameis.org.uk](http://hellomynameis.org.uk)

# Meet the speakers #iLINKS17



## **Matthew Swindells**

**National Director - Operations and Information, NHS England**

Matthew joined NHS England in May 2016 from the Cerner Group, where he was Senior Vice President for Population Health and Global Strategy. He is responsible for national performance of the NHS against the NHS Constitution Standards, assurance of Clinical Commissioning Groups, achieving digital transformation, and information and technology programmes. He has over 25 years' experience in health care services, and has worked in the Department of Health and the Prime Minister's Office of Public Service Reform. Matthew began his career at Guys and St Thomas' Hospital in the early 1990s, and went on to become Director of Clinical Services of Heatherwood and Wexham Park Hospital and later Chief Executive of the Royal Surrey County Hospital. He is visiting professor and chair of the advisory committee in the School of Health Management at the University of Surrey and Member of the Editorial Board for the Journal of Population Health Management.



## **Louise Shepherd, CBE**

**Chief Executive, Alder Hey Children's NHS Foundation Trust**

Louise joined Alder Hey in March 2008, having previously been Chief Executive at Liverpool Women's Hospital, and has since led the Trust through to achieve Foundation Trust status and the development of a brand new £1.4bn Children's Hospital/Research and Innovative Institutes which were opened in the Autumn of 2015. In April 2016, Louise was asked to lead the development and delivery of the Sustainability and Transformation Plan for Cheshire and Merseyside, which has 40 Providers, CCGs and Local Authorities serving a population of 2.5 million people. A Cambridge University graduate, Louise first joined the health service in 1993 as Director of Business Development at Birmingham Heartlands and Solihull NHS Trust having spent four years with KPMG as a financial and management consultant to the public sector. Louise is very active in Liverpool outside of the health service; she was previously vice chair of the Royal Liverpool Philharmonic Society and is a playing member of the Liverpool Mozart Orchestra. Louise was recently awarded a CBE for 'Services to Healthcare' in the Queen's Birthday Honours List.



## **Dr David Fearnley**

**Medical Director, Mersey Care NHS Foundation Trust**

David was appointed as a Consultant Forensic Psychiatrist in 2001 at Ashworth Hospital, which is one of three high security hospitals in England. He was appointed as the Medical Director for Mersey Care NHS Foundation Trust in 2005, and was also seconded as the Medical Director for Calderstones Partnership NHS Foundation Trust in (May 2015-July 2016) prior to the acquisition by Mersey Care NHS Foundation Trust. He was named the Inaugural Royal College of Psychiatrists 'Psychiatrist of the Year' in 2009, and received the Healthcare Financial Management Association (in association with the Academy of Royal Colleges) 'Working with Finance - Clinician of the Year' award (2013). He was also named in the Health Service Journal 100 Clinical Leaders List (2015) as the Trust's driving force behind an international partnership with The Risk Authority, Stanford, and Lockton insurance brokers to manage and predict risk in mental health. In 2016, David was appointed as the Associate National Clinical Director for Secure Mental Health and Chair of the Adult Secure Clinical Reference Group, NHS England. In 2017 he was also appointed as the Deputy National Clinical Director for Mental Health, NHS Improvement.



## **Aidan Kehoe**

**Chief Executive, Royal Liverpool and Broadgreen University Hospitals NHS Trust**

Aidan is a Qualified Chartered Accountant having trained with KPMG in Birmingham. He started his career with the National Health Service as a Management Trainee and has over 20 years' experience as an NHS Manager, having worked in Trusts at Salisbury, Bournemouth, Birmingham, Salford and Blackpool.



## **Dr Simon Bowers**

**GP, Vice Chair and Clinical IM&T Lead, Liverpool CCG**

Simon graduated from Liverpool Medical School in 1998 and trained in Mersey Deanery. He works as a General Practitioner in South Liverpool and is the Vice Clinical-Chair of Liverpool Clinical Commissioning Group (CCG) and Clinical Lead for Digital Care and Innovation.



## David Allison

**Chief Executive, Wirral University Teaching Hospital NHS Foundation Trust**

David Allison joined Wirral University Teaching Hospital NHS Foundation Trust as Chief Executive on 2 April 2012 having formerly worked as Chief Operating Officer for Newcastle Hospitals NHS Foundation Trust. David has a degree in physics, is qualified as a chartered engineer and chartered director with over 25 years' experience in both public and private sectors. Being a member of the NHS North West Leadership Academy Board allows David to influence and enact change for effective leadership. During his time at the Trust, and in collaboration with Cerner, David has led the way in innovation and technology. The Trust is one of the most digitised NHS organisations in the country and is at the forefront of population health management. David works closely with health partners on implementing the recommendations from the Lord Carter Review through the work of the model hospital and is developing a strategic estates partnership to maximise the use of the Trust's estate.



## Andy Kinnear

**Director of Digital Transformation for South, Central and West CSU**

Andy Kinnear is an experienced Chief Information Officer (CIO) in his 25th year with the NHS. He has a successful track record of delivering information and technology strategy and solutions and a wholehearted commitment to improving the health and care system. Andy has 4 roles. Substantively he is the Director of Digital Transformation for South, Central and West CSU looking after the delivery of 200+ digital projects to NHS organisations across the South of England. He is also the Programme Director for Connecting Care, the Bristol, North Somerset and South Gloucestershire interoperability programme. Connecting Care is a partnership of 17 organisations in the West Country and has successfully created a single shared record combining data from GP Practices, Community Services, Local Authorities, Acute Hospitals and Out-of-Hours services. Connecting Care is recognised as one of the leading integrated digital care record (IDCR) programmes in the country. In his 3rd role, Andy is also currently seconded 2 days per week as Local Delivery Advisor for NHS Digital advising them on health and social care integration and is working closely with national health and care agencies on the development of the integration strategy. This roadmap will seek to outline the stages to deliver fully integrated care records, an ambition laid out in the Five Year Forward View and Personalised Health and Care 2020. Finally, in April 2016 Andy took on the role of Chair of the BCS Health and Care Executive hoping to help develop the professionalization agenda for CIO and CCIO colleagues. Andy is a keen advocate of the benefits an integrated care record can bring at the point of care, but moreover understands and actively promotes the secondary use of this data to support the improvement of services. Andy is a member of the national CIO network and was elected to the CIO Advisory Panel in June 2016. He works closely with colleagues on the development of the informatics profession within health and social care. He is an experienced public speaker and routinely presents at national conferences on health and care information topics.



## Dr Joe McDonald

**Director of Connected Health Cities - North East and North Cumbria, Chairman of the CCIO National Network and CCIO at Northumberland Tyne and Wear NHS Trust**

Dr Joe McDonald is the Director of Connected Health Cities - North East and North Cumbria, Chairman of National CCIO Network, Practising Consultant Psychiatrist and Chief Clinical Information Officer at Northumberland Tyne and Wear NHS Trust, England's largest Mental Health Trust. Joe has been campaigning and trying to measure better quality mental health services for 30 years and is a former NHS Trust Medical Director and National Clinical Lead for IT. A clinical engagement specialist with a track record of engaging clinicians in difficult circumstances, Joe has a special interest in the usability of clinical software and owns [www.comparethesoftware.co.uk](http://www.comparethesoftware.co.uk) and has provided consultancy services to some of the largest health IT companies in the world. Joe is currently the UK's most widely read Health IT columnist for Joe's View ([DigitalHealth.net](http://DigitalHealth.net)) and is a founding member of the Faculty of Medical Leadership and Management, and the Founding chairman of the National Mental Health Informatics Network. An experienced Caldicott Guardian and accredited Clinical Safety Officer, Joe has worked as an inspector for the Commission for Health Improvement since its foundation in 1999 and successor organisations, CHAI, Healthcare Commission and CQC. He is also the founding Director of the NHS Open Source Software Foundation, Apperta.



Keynote presentation sessions at iLINKS Innovations 2017 are being recorded and will be made available on our website at: [www.ilinksmersey.nhs.uk](http://www.ilinksmersey.nhs.uk). A live video stream will also be available on the day via Twitter @iLINKSInnovator #iLINKS17

# Presentation guide

# #iLINKS17

-  Digitally empowered individuals
-  A connected health and social care economy
-  Exploiting the digital revolution

<b>Sunloch Suite</b>	<b>Papillon Suite</b>	<b>Corbiere Suite</b>	<b>Media Centre</b>	<b>Lord Sefton Boxes 1 &amp; 2</b>	<b>Lord Sefton Boxes 3 &amp; 4</b>	<b>Lord Sefton Boxes 5 &amp; 6</b>	<b>Earl of Derby Boxes 5 &amp; 6</b>
----------------------	-----------------------	-----------------------	---------------------	------------------------------------	------------------------------------	------------------------------------	--------------------------------------

08:30 - 09:15 Registration [Golden Miller Suite]

09:15 - 10:45 Morning Keynote Address [Sunloch Suite]

10:45 - 11:15 Morning Refreshments & Exhibitor Marketplace [Golden Miller Suite]

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<p><b>GDE Showcase</b> incl. presentations from Alder Hey and Royal Liverpool</p>  <p>Bending the demand curve</p>   	<p><b>SAMSUNG</b> Smart healthcare</p>   	<p><b>SME Showcase</b> Integrating technology in Liverpool Home Care Services</p>   	<p>Service user perspectives on the use of digital platforms to support positive mental health and wellbeing</p>   	<p>Presentations by Textlocal, DrDoctor and ForTrus</p>   	<p>NHS Informatics Merseyside; empowering users through innovation</p>   	<p>Digital No Wrong Door</p>   	

12.15 - 13.30 Lunchtime Refreshments & Exhibitor Marketplace [Golden Miller Suite]

13.30 - 14.30 Afternoon Keynote Address [Sunloch Suite]

14.30 - 15.00 Afternoon Refreshments & Exhibitor Marketplace [Golden Miller Suite]

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<p><b>GDE Showcase</b> incl. presentations from Wirral University Teaching Hospital and Mersey Care</p>   	<p><b>InterSystems</b> Health   Business   Government Seamless information sharing across North Merseyside – lessons that can be learned from elsewhere in the world</p>   	<p>Mobilising iLINKS information sharing through interoperability</p>   	<p><b>SME Showcase</b> SMEs and the NHS - how well do we understand each other?</p>   	<p>Digital child health transformation</p>   	<p>Helping to join up the dots across the region</p>   	<p>Disrupting the consultation</p>   	<p>Technological innovation in social work</p>   

16.00 iLINKS Innovations 2017 Close

# 1 GDE Showcase

11:15am - Sunloch Suite

## Royal Liverpool digital innovations

**Presented by: Ian Gilbertson, IT Project Manager; Andrew Davies, Clinical Systems Lead and Gemma Jones, IT Project Manager.**

Our digital story so far... Over the past two years, the Royal Liverpool and Broadgreen University Hospitals IT Department has been working with clinical colleagues to collaboratively develop a number of 'in house' IT software solutions. These systems have enabled patient data to be recorded digitally at the point of care, helping to transform care management and most importantly improve patient safety. This session will demonstrate the patient journey through our clinical systems, providing an insight to our implementation journey along with some interesting statistics and benefits. Just some of the innovative work being showcased will include:

- ADT Whiteboard 2
- Electronic Observations
- E-Sepsis Pathway Management
- Patient Electronic Notes System (PENS)

### Who would benefit from this session?

Clinicians, NHS staff and all those with an interest in IT and innovation.



## Accelerating innovation in healthcare

**Presented by: Mr Iain Hennessey, Clinical Director of Innovation and Consultant Paediatric and Neonatal Surgeon; Mr Rafael Guerrero, Co-Director of Innovation and Consultant Congenital Cardiac Surgeon and Jason Taylor, Innovation Service General Manager.**

Consultant surgeons from Alder Hey Children's Hospital will give a live demonstration of surgical procedures using 3D printed anatomical models. They and the team will illustrate the role of co-creation with patients, families, industry and universities in the development of the next generation of innovative healthcare products.

### Who would benefit from this session?

SMEs, corporates, universities, clinicians, NHS staff, innovation ecosystem.



# Presentations - Session One

## 2 Bending the demand curve

11:15am - Papillon Suite

**Presented by: Matt Murphy, Director of Strategy, EMIS Health.**



As we move further into the digital age, and as we encourage patients to be more involved in their own health, we need to make sure the right tools are in place to help make this happen. Matt Murphy and the team at EMIS Health will share how their range of services can help you promote and encourage self-care to your patients, including:

- *Helping patients to help themselves* - prescribing apps instead of meds
- *Sensible signposting using online triage* - efficient care pathways without any short-cuts
- *Digital evolution* - taking online patient services into the community

### Who would benefit from this session?

Anyone involved in encouraging patient self-care, including GP practice staff, GP federations, CCGs, nursing teams and specialist healthcare professionals.



## 3 Smart healthcare

11:15am - Corbiere Suite

**Presented by: Gregg Hardie, Head of Public Sector, Samsung.**

**SAMSUNG**

Sponsor session

Running and maintaining a healthy NHS is the biggest healthcare matter our country faces - it's vital that we can improve efficiency and service levels in hospitals, doctors' surgeries and care homes. So we're working on ways to make the NHS and other healthcare services run more smoothly for staff and patients. Creating a system that's paperless at the point of service is key to achieving this. We're working with innovative technology and developing practical solutions to bridge the gap between resources and patient needs and to help deliver world-class healthcare.

### Who would benefit from this session?

Anyone with an interest in understanding how enabling technologies such as IoT, conversation as a service (AI), mobile and cloud will provide transformational change in healthcare provision.



# digital SPACE

## 4 SME Showcase

11:15am - Media Centre

### Integrating technology in Liverpool Home Care Services

**Presented by:** eHealth Cluster members including Liverpool City Council, Home Care Providers and technology system providers.

Liverpool Home Care Services are undergoing a technology revolution. Liverpool City Council has accessed funding from the European STOP & GO project to support the innovative procurement of services. Care companies are being supported to integrate technology into their services – come and hear about the systems being used and the next phase which will establish a LoRaWAN network across Liverpool for use by care workers. You will find out about the systems being used, the impact on services, opportunities for linking into NHS services and future plans for home care.

#### Who would benefit from this session?

Those interested in finding out what is happening in home care services and opportunities for linking with NHS services. Anyone with an interest in collaborative cluster-working to improve outcomes for citizens.



5

## Service user perspectives on the use of digital platforms to support positive mental health and wellbeing

11:15am - Lord Sefton Boxes 1 & 2

**Presented by:** One HealthTech.

NHS commissioners have a legal duty and a key role to play in ensuring that providers make individuals' personal involvement in their health and care a reality. There is much rhetoric around the concept of co-production and co-design, with little tangible evidence of a real shift in the balance of power. Join us to hear directly from mental health service users of their experiences of co-production and involvement in developing digital platforms, and how they wish to be involved in the development and design of future innovations, which enable patients to have more autonomy/control over their own health and wellbeing. This session will explore what already exists and what is missing on the use of digital platforms to support positive mental health and wellbeing and how co-production and co-design can become the norm.

#### Who would benefit from this session?

Anyone with an interest in co-production and design which supports individual empowerment using digital technologies.



6

## Presentations by Textlocal, DrDoctor & Fortrus

11:15am - Lord Sefton Boxes 3 & 4

### Nobody wants to talk anymore, the rise of the SMS

**Presented by:** Stuart Naylor, Account Director, Textlocal.

Health organisations are turning towards technology to drive greater efficiencies in their delivery and to improve the quality of data to aid improved treatment services. Research shows that a timely message ensures that the organisation increases their perception as a trusted partner and improves their efficiency. SMS is used across many Trusts but is it doing as much as it can to reduce the DNA rate? Over 57% of people now want to converse by non-voice methods. SMS is proven but how can it do more to reduce operational costs and promote self-service activities?

#### Who would benefit from this session?

Anyone with an interest in embedding digital technologies into their communication strategies.



7

## NHS Informatics Merseyside; empowering users through innovation

11:15am - Lord Sefton Boxes 5 & 6

**Presented by:** Lois Silvano, Senior Project Manager; Sarah Deane, Service Desk Knowledge and Training Coordinator; Paul Williams, Problem Manager and Scott Chorley, SharePoint Developer.

With over 10 years' experience in delivering high quality Information Management and Technology (IM&T) services as a shared service, Informatics Merseyside has accumulated an abundance of knowledge and expertise in supporting the healthcare needs of organisations across the local health economy. This presentation will cover how we empower users, delivering innovation through our Service Desk and SharePoint developments. We will present how Informatics Merseyside deliver a 3-star SDI accredited Service Desk, covering our delivery approach, engagement with users, and ongoing innovative developments. We will also demonstrate how SharePoint-developed products have positively transformed business and clinical processes.

### Who would benefit from this session?

All delegates interested in improving business and clinical processes through development innovation.



8

## Digital No Wrong Door

11:15am - Earl of Derby Boxes 5 & 6

**Presented by:** Joanne Kilcoyne, Service Designer, Digital Care and Innovation Team at Liverpool Clinical Commissioning Group and Catherine Stukley, Digital Transformational Change Manager at Liverpool Clinical Commissioning Group.

Digital No Wrong Door (DNWD) is the working title of a project that aims to deliver a means by which patients and service users can interact digitally and online with their health and social care providers. Delegates attending this workshop can expect to gain a greater understanding of the DNWD project and the functionality that DNWD will deliver. This interactive session will focus on overcoming barriers to successful implementation.

### Who would benefit from this session?

Anyone with an interest in the use of innovation and digital technology to transform healthcare.



## Mobile has changed the world, so why hasn't it changed healthcare?

**Presented by:** Tom Whicher, NHS Innovation Fellow and Founder of DrDoctor.

Technology has changed how we interact with the world - except in our hospitals. In this presentation, we'll explore how proven, pragmatic mobile technology can create positive change from the inside out. Focusing on evidence, adoption and human factors, we'll show how to deliver in-year cash savings, build long-term value-based ways of working, and delight your patients.

### Who would benefit from this session?

Forward-looking leaders who want to harness the power of technology to create sustainable change.



## Royal Liverpool's journey to a 'paperless hospital'

**Presented by:** Gary Donohue, Business Development Director at Fortrus and Pete Khalil, Programme Director at Fortrus.

Fortrus and the Royal Liverpool Hospital began their paperless journey in September 2015. This session will discuss how the managed service approach adopted, ensured an agile and flexible project to enable the delivery of a fully functional live 'Unity' solution. The scope of the project was to develop a bespoke paper-free health record that would be an organic EPR replacing and/or rationalising existing legacy systems. Fortrus has developed the bespoke software solution specifically for the Trust - The Royal Paper Free Health Record (PFHR). The PFHR will enable clinicians to access digital medical records that consist of structured and unstructured data, the scope of which enables the Trust to transition from paper-based working methods to digital ways of working in line with the target date and well in advance of the move to the new Royal. The programme is managed in partnership by Fortrus and the PFHR Team within the Trust.

### Who would benefit from this session?

Chief Information Officers, Chief Clinical Information Officers, clinicians, records management and senior NHS IT management.



# Presentations - Session Two

## 1 GDE Showcase

15.00pm - Sunloch Suite

### Joining Up – examples of vertical and horizontal integration South of the Mersey

**Presented by:** John Glover, Director of IM&T, Operational Planning and Performance at the Countess of Chester Hospital NHS Foundation Trust and Paul Charnley, Director of IT and Information at Wirral University Teaching Hospital NHS Foundation Trust.

This session will focus on horizontal integration between the Countess of Chester Hospital NHS Foundation Trust and Wirral University Teaching Hospital NHS Foundation Trust Acute Alliance. How do two hospitals with different EPRs start to work to bring them together onto a single platform?

What does this mean for staff and patients and what are the benefits and challenges along the way? How does a single Acute EPR then fit within the two hospitals' "ecosystems"? The session will also look at vertical integration in Wirral and in West Cheshire across primary, community, social and hospital care. Lessons from the development of the Cheshire and Wirral Care Record systems will also be shared, along with further information about where we see this supporting new care models and the journey towards accountable care.

#### Who would benefit from this session?

Clinicians and all those with an interest in IT and innovation.



### Realising the digital ambitions of mental health

**Presented by:** Jim Hughes, Chief Information Officer at Mersey Care NHS Foundation Trust.



Sponsor session

## 2 Seamless information sharing across North Merseyside – lessons that can be learned from elsewhere in the world

15:00pm - Papillon Suite

**Presented by:** David Hancock, Client Engagement Director, InterSystems.

The iLINKS ambition is to deliver all the necessary and available information from across the patient/client journey at the point of care based on what is allowed to be viewed (including assessment of privacy and consent rules). This presentation describes some of the latest developments in interoperability in England and takes experience and best practice from other organisations from around the world to consider key lessons learned that can be applied to the Healthy Liverpool and Shaping Sefton transformation programmes.

#### Who would benefit from this session?

Clinicians, IT strategy, IT project management, interoperability architects, procurement, commercial colleagues.



## 3 Mobilising iLINKS information sharing through interoperability

15:00pm - Corbiere Suite

**Presented by:** Stephen Appleton, Associate Director of Informatics at NHS Informatics Merseyside; Jon Devonport, Strategic Systems and Technology Manager at NHS Informatics Merseyside and Justin Griffiths, Associate Director of IT at The Walton Centre NHS Foundation Trust and Peter Young, CIO at Alder Hey Children's NHS Foundation Trust and Cheshire and Merseyside STP Interoperability Workstream Lead.

Merseyside stands out as a leader in digital care and innovation, with clinically-led programmes held in high regard nationally and internationally with ground-breaking results in information sharing, assistive technology and analytics delivering evidence-based patient outcomes and improved quality of care. As a region, we have an overarching Information Sharing Framework, which has been collectively agreed and signed by all organisations within our local health and social care economy. We also have a single Information Sharing Agreement, which spans all organisations in our Local Digital Roadmap. To enable information-sharing to happen and truly transform care, enabling systems to 'talk' to one another and transfer data is key. This presentation will focus on the work taking place across the local health and social care economy to continue our development of the Information Sharing Framework and in turn enable key clinical systems to interoperate and share information. This session will include a live demonstration of how system interoperability is helping to transform care within The Walton Centre NHS Foundation Trust.

#### Who would benefit from this session?

All those with an interest in transforming care through technology and innovation.



Mersey Care NHS Foundation Trust has been selected as one of the Mental Health Trusts to be a Global Digital Exemplar. The digital strategy has been developed over the last four years in line with the organisational strategy to: support the ambition for perfect care; put patient safety at the forefront; and to work side by side with service users in the design of services. The digital strategy includes, as a foundation, the roll-out of a new EPR based on transformed care pathways; the roll-out of electronic prescribing; and digital skills for service users and the workforce. From an innovation perspective the digital strategy includes: the development of an app in conjunction with a partner from California using natural language processing for predicting and intervening where service users are at risk of suicide or self harm; a co-produced app for self-care, connecting with clinical staff and giving access to clinical records; a suite of intelligence products enabling better clinical decisions; all in all, a coherent approach to making digital transformation a reality and an improved experience for service users.

#### Who would benefit from this session?

All those with an interest in care transformation through digital innovation.



## digital SPACE

### 4 SME Showcase

15:00pm - Media Centre

#### SMEs and the NHS - how well do we understand each other?

**Presented by: Liverpool City Region eHealth Cluster.**

Come and hear from local SMEs and test both the NHS understanding of SMEs and the SMEs' understanding of the NHS. An interactive session led by local SMEs, members of the eHealth Cluster – Damibu, Mashbo, Care Innovation and Zaiku Brainstrust. Explore how we can make the most of our local digital skills and expertise to reach communities and improve outcomes.

#### Who would benefit from this session?

Anyone with an interest in innovative digital approaches, supporting the local digital and creative sector and new models of cluster working.



5

### Digital child health transformation

15:00pm - Lord Sefton Boxes 1 & 2

**Presented by: Michael Curtis, Child Health Transformation Programme Lead at NHS England and Philip Graham, Digital Programme Lead, Lancashire and South Cumbria STP.**

Healthy Children: Transforming Child Health Information puts forward a new vision for how child health information can support parents and professionals in their direct care for children and young people and how the same information can be used to promote their health and wellbeing across health and social care and education services. Hear more about the programme and how Lancashire will be transforming their use of digital information services to improve child health record management.

#### Who would benefit from this session?

Anyone with an interest in the use of innovation and digital technology to transform healthcare.



6

### Helping to join up the dots across the region

15:00pm - Lord Sefton Boxes 3 & 4

**Presented by: Alan Davies, Director of Digital Health at the Innovation Agency.**

This session is about how the Innovation Agency is supporting system transformation through the adoption of innovations that enhance the quality and value of health care. Alan Davies is leading on the development of a digital health strategy for the North West Coast, to 'join up the dots' between transformational work underway in different parts of the region – and with national initiatives. National programmes to be covered include the offer to NHS organisations of six innovations at zero cost, through the Innovation and Technology Tariff from NHS England. There are also plans to improve the patient experience through online platforms, the NHS apps library, widening patients' digital participation, personal health records, free patient wi-fi throughout the NHS and a framework to assess and recommend wearables and apps. The Innovation Agency is the Academic Health Science Network for the North West Coast and is tasked with accelerating the uptake of innovations in health and care. More information is available at: [www.innovationagencynwc.nhs.uk](http://www.innovationagencynwc.nhs.uk) or on Twitter @innovationnwc.

#### Who would benefit from this session?

This session is of interest to delegates working in finance and clinical leadership roles, transformation teams, patient activation and empowerment and IT strategy.



## 7 Disrupting the consultation

15:00pm - Lord Sefton Boxes 5 & 6

**Presented by: Dr Chris Mimmagh, NHS Knowsley Clinical Commissioning Group.**

The NHS is good but could be better. General Practice is great but could also be better. This session looks at new ways to consult, the pros and cons, and models from as far away as Western Australia to Kirkby. If you suspect that there must be a better way to work, come along and hear how one practice has changed for the better.

### **Who would benefit from this session?**

Clinicians, NHS staff and all those with an interest in transforming care through new and innovative ways of working.



## 8 Technological innovation in social work

15:00pm - Earl of Derby Boxes 5 & 6

**Presented by: Front-line social workers and managers.**

The presentation will provide context of emerging social work practice in the current technological environment. This will look at remote technology allowing social workers to complete assessments in a person's home, share information around potential services and use technology as an alternative to traditional methods of providing care. The session will also examine some of the current barriers to fully integrated technology, and some ambitions for the future. The session will allow delegates to discuss the challenges in this sphere and find out more about modern social work practice.

### **Who would benefit from this session?**

Anyone with an interest in social work practice and digital enabled care transformation.



# DIGITISING HOSPITALS

## Global Digital Exemplars

In 2016/17, sixteen Acute Trusts and seven Mental Health Trusts were selected to become national and international digital exemplars and participate in the **Global Digital Exemplar (GDE)** Programme.

The GDE programme aims to develop world class digital providers in England, with a specific objective for selected hospitals to achieve international digital accreditation and a world class reputation for their work in digital care.

Their task is not only to become great, but to work with other Acute Trusts to develop a blueprint that can be deployed to other hospitals, reducing the time and cost for further adoption.

The digital exemplars will receive funding to invest in digital infrastructure and will share learning and resources with other NHS organisations through networks.

### **Locally, we have a lot to celebrate**

with three Acute Trusts and one Mental Health Trust selected to participate as follows:

- Alder Hey Children's NHS Foundation Trust
- Mersey Care NHS Foundation Trust
- Royal Liverpool and Broadgreen University Hospitals NHS Trust
- Wirral University Teaching Hospital NHS Foundation Trust

In order to spread the learning and ensure that the blueprints really are suitable for other hospitals, the GDEs will be partnered with "fast followers" who will work with the GDEs during their implementation and begin deploying the blueprints elsewhere in parallel.

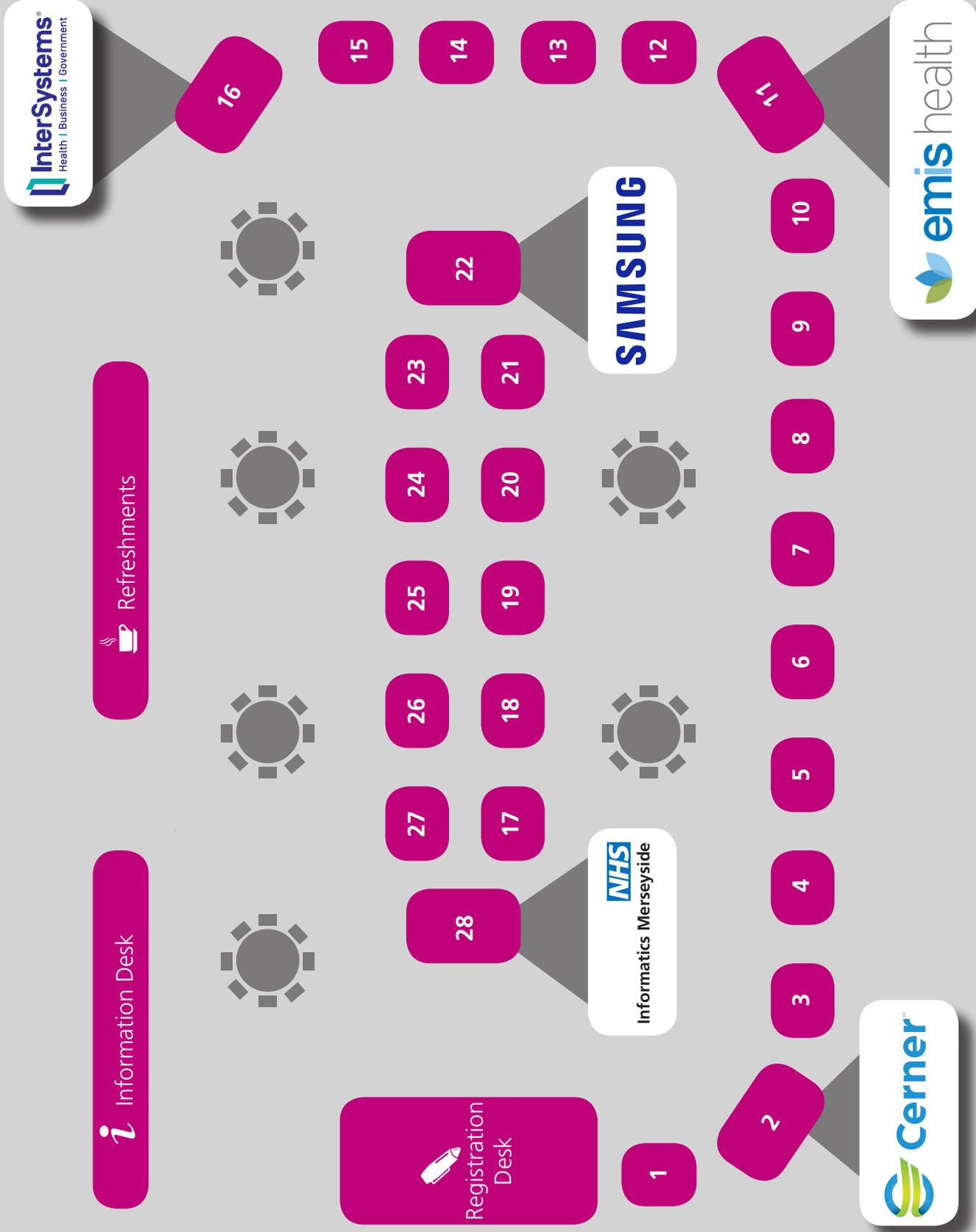
### **Listen to presentations from our local GDEs at iLINKS Innovations 2017**

(see page 6) or for further information and updates, visit the NHS England website at: [www.england.nhs.uk](http://www.england.nhs.uk)

# Golden Miller Suite, Earl of Derby Stand

1. Brother
2. Cerner
3. Imosphere
4. Orion Health
5. Innovation Agency
6. Hearst Health International
7. Centennial MIT
8. IEG4
9. Populo Consulting
10. Healthcare Gateway
11. EMIS Health
12. Egton
13. VANAD Enovation
14. DrDoctor
15. Sunrise Software
16. InterSystemns
17. North West Skills Development Network
18. Trustmarque
19. DELL
20. CheckWare
21. Ericom
22. Samsung
23. RESTART Consulting
24. Allscripts
25. Textlocal
26. Fortrus
27. Virgin Media Business
28. NHS Informatics Merseyside

# Exhibitor floor plan #iLINKS17



# Sponsoring #iLINKS17



## About Cerner

### We're in it together

At Cerner, we understand that health care is something that impacts us all. And that's what drives us to work with our clients to continuously improve.

We also know that technology is only part of the solution – it's about building the right partnerships with the right people. You are the experts at providing care and helping your citizens stay healthy. Our role is to be there to support you in today's challenging health care landscape.

### Integrating the health and care system

Your health and care system, like many around the world, is most likely under pressure to achieve better outcomes with less overall spend. Much of this relies on integrating your health and care system as an STP and developing effective partnerships to enable you to start delivering accountable care.

Cerner works with integrated care systems worldwide, helping them move to outcomes-based care provision across integrated sets of providers. Building on our deep experience of automating care provider environments, we are enabling integrated care across whole health economies to manage the population's health, one person at a time, measured against clinical outcomes.

### The intelligence to transform

In order to enable true population health management, there is a need to create an automated, interoperable environment where data rises above the limitations of traditional domain structures. It must transcend the traditional acute, outpatient and community venues and span the entire continuum of care. To that end, Cerner has developed an industry-leading big data platform and data normalisation engine - HealthIntentSM – along with a suite of solutions to enable you to shift from reactive models of care towards proactive population management.

HealthIntent works with data from any system so you don't need to already be working with Cerner to start your journey.

Cerner's global experience in supporting new models of care, and our intelligent population health management platform HealthIntent, can help you shift from reactive care, to proactive population health. We'd love to meet you to discuss your vision - and share with you ours.

### Why visit our stand?

Our next generation Population Health Management platform - HealthIntent – can help you to integrate your health and care system and deliver value-based care. See how the intelligence enables you to take control and make proactive, insight driven decisions to reduce gaps in care, and improve citizens' health.

## Get in touch!

Tel: 020 7432 8100

E-mail: [CernerUK@Cerner.com](mailto:CernerUK@Cerner.com)

Website: [www.cerner.co.uk](http://www.cerner.co.uk)

Twitter: [@CernerUK](https://twitter.com/CernerUK)



# Sponsoring #iLINKS17



## About EMIS Health

EMIS Health is the **leader in connected healthcare software and services**. We provide every health sector with innovative technology, from market-leading clinical management systems to health analytics tools - combined with unrivalled customer support.

**We're unique.** Unlike any other organisation, our systems are used in every major healthcare setting – from GP surgeries to high street pharmacies, community and mental healthcare, hospitals and specialist services.

**We're clinically focused.** We enable clinicians to provide safe and efficient care. Our technology is used by more clinicians in the UK than any other provider and we have a significant and growing international presence.

## Our sectors

**Patient services** - Patient (patient.info) is the UK's leading health website. Designed to help patients play a key role in their own care, it provides access to a wealth of clinician-authored resources, as well as transactional patient services.

**Primary care** - We're the UK's leading supplier of clinical systems for GPs and commissioners, enabling secure, shared access to a patient's electronic health record.

**Community, children's and mental health** - We're helping NHS organisations deliver integrated care across community, children's and mental health settings throughout the UK. Using EMIS Web, healthcare professionals are accessing, recording and sharing real-time patient information.

**Community pharmacy** - We provide software to community pharmacies across the UK for managing dispensing and patients' medications.

**Secondary care** - EMIS Group software is used by NHS Trusts in a wide range of secondary care settings. Our systems are used to manage hospital pharmacy and prescribing, emergency care and electronic patient records.

**Diabetic screening** - We provide IT systems for image management and storage for clinical ophthalmology. Our software for managing diabetic eye screening is used by 77% of programmes in England and has helped assess over 11 million patients since 2005.

## Why visit our stand?

Every NHS organisation is under pressure to deliver better healthcare, as efficiently as possible. Across the UK we're helping organisations to do this - from individual GP practices to trusts to vanguard sites. We're all about listening to your strategy and coming up with solutions that work for you: they can be as simple or as complex as they need to be to address each customer's specific objectives.

**Visit our stand** and start the conversation about the challenges you're facing as an organisation, and how we can help.

Supporting longer  
and healthier lives

## Get in touch!

Tel: 0330 024 1268

E-mail: [talkto@emishealth.com](mailto:talkto@emishealth.com)

Website: [www.emishealth.com](http://www.emishealth.com)

Twitter: [@emishealth](https://twitter.com/emishealth)

LinkedIn: [emishealth](https://www.linkedin.com/company/emishealth)



# Sponsoring #iLINKS17

## About InterSystems

**At InterSystems we believe empowering healthcare to improve care matters.**

Healthcare is changing rapidly, driven by new technology and new models of care delivery and funding. While health funding and delivery differs around the world, the goals are the same. Create high value, sustainable healthcare systems where the ability to pay for care balances demand and desired outcomes.

Our vision for this transformation is simple - empower care providers and connect care communities around clearly presented, easy-to-use, and comprehensive health information.

### Connected care is empowered care

Comprehensive patient information, managed by InterSystems healthcare solutions, brings providers and patients together in a seamless, coordinated, care and management experience. Our products combine complete information, intuitive workflow, and embedded analytics to:

**Empower individuals** - where care providers have the timely and accurate information, tools and services they need to efficiently manage workload, improve workflow, and make the best care and business decisions. Patients become more engaged in their care with access to a comprehensive view of their health information and services including appointments, prescription refills, and communication with clinicians.

**Connect care communities** - where knowledge-driven, evidence-based care can be provided seamlessly across organisational and disciplinary boundaries.



**Enable responsive organisations** - where healthcare professionals can work effectively as individuals and as part of a coordinated team, with powerful, reliable software that keeps everyone working cooperatively while adapting to ongoing change.

Customers depend on our products for innovation, high performance, scalability, reliability and insight. They know that no matter how much their organisations grow, InterSystems product and the solutions built on them will remain reliable, adaptable and responsive. InterSystems healthcare solutions are used by 500 million people worldwide, we know connected care is improved care.

## Why visit our stand?

InterSystems recognises the challenges facing the NHS and the need to rationalise and modernise the IT estates to support the NHS strategic objectives, including the development of new services, to contribute to improvements in care delivery and patient safety, to further reduce costs and increase productivity.

Delegates could discover how InterSystems provides powerful and advanced capabilities:

- Proven to be rapidly deployable in large single or multiple organisations;
- Provides strategic interoperability which enables coordinated care delivery across a health economy
- Includes advanced analytics
- Intuitive, web-based interface available wherever users have access to the Internet
- Cost-effective in terms of the depth of functionality provided and benefits delivered for the organisation, patients and staff.

## Get in touch!

Tel: 01753 829 608

E-mail: [janw@intersystems.com](mailto:janw@intersystems.com)

Website: [InterSystems.co.uk](http://InterSystems.co.uk)

Twitter: [@InterSystemsUK](https://twitter.com/InterSystemsUK)

LinkedIn: [InterSystems-UK](https://www.linkedin.com/company/InterSystems-UK)



# Sponsoring #iLINKS17

## About Samsung Electronics UK

Samsung Electronics are world leaders in technology – inspiring customers and businesses with forward-thinking and life-changing ideas and products.

We're constantly innovating to make the smartest, most forward-thinking technology. That's why we're redefining industries and helping you to create a 'New Normal' that enables you to work smarter and more efficiently. Plus, our technology opens up new and exciting opportunities to create better experiences for patients and clinicians.

Whether it's smartphones, tablets, displays, or wearable technology such as virtual reality headsets and smartwatches, our products are transforming the way people work. And we're dedicated to improving healthcare.

Our vision is to create More Good Days for doctors, nurses and healthcare workers – taking the frustration out of everyday tasks for staff and developing solutions to improve patient care.

### Here's how:

#### Hospitals

Our technology is already helping UK hospitals to improve the patient experience, with faster and smarter ways to monitor, record and respond to patient observations. A move to a paperless system is speeding up processes and helping to reduce the risk of infections such as sepsis.

# SAMSUNG

#### Community care

We're helping community care providers to build a new way of working that leads to a better experience for both carers and their service users. Our smartphones and tablets now give carers access to patient records and dynamic scheduling to help improve efficiency and deliver a better service.

#### Ambulances

Ambulances can achieve quicker response times by shortening the time it takes to handover information. When information is captured digitally on our tablets, the time spent transferring patients to A&E staff and doctors is vastly reduced. Plus, with VR, paramedics can train and better prepare themselves for emergency situations – helping them to make the right decisions at the right time, when it really matters.

#### GPs

Patients can update their GPs with digital observations, such as ECG readings, without having to attend their local practice. By using our smartphones and tablets alongside innovative monitoring solutions, we can reduce the number of unnecessary visits and help GPs stay close to 'at risk' patients.

## Why visit our stand?

Discover how Samsung is using cutting-edge technology to develop intuitive new ways of working to bring healthcare into the digital world.

Visit us on stand 22 and start the conversation about the challenges you're facing and see if we can come up with a solution to help bring more good days to your healthcare organisation.

## Get in touch!

Tel: 01932 455 000

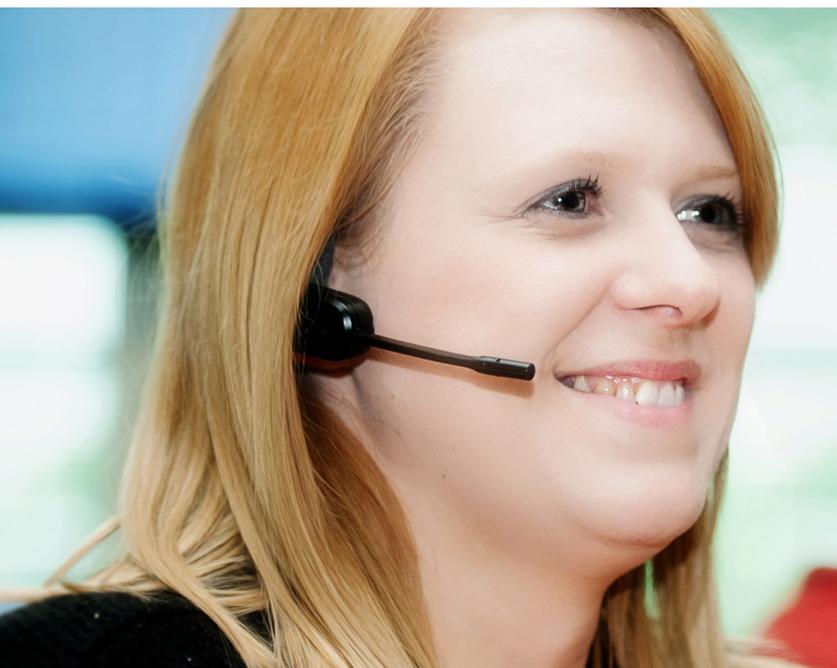
Website: [www.samsung.com/uk/](http://www.samsung.com/uk/)

Twitter: @samsungbusiness

LinkedIn: [samsung-business-uk](https://www.linkedin.com/company/samsung-business-uk)



# Transforming healthcare through technology & innovation



### Our services include...

- Communications and media
- Cyber and IT security
- Programme and project management
- IT consultancy and advisory services
- IT Service Desk incl. out of hours
- Infrastructure and technology management
- IT system training
- Secure network management
- System integration and interoperability
- System support and development
- Telephony services
- Web, Intranet and SharePoint development



## Informatics Merseyside is the proud organiser of the iLINKS Innovations conference and exhibition.

### About Informatics Merseyside

Informatics Merseyside is an NHS shared service, providing Information Management and Technology (IM&T) services across the local health and social care economy, and beyond.

With over **10 years' experience**, an extensive range of services are provided to circa **20,000 IT users** in order to deliver 'Health Grade IT' to support high quality and efficient care delivery.

In 2015, Informatics Merseyside scooped the runner-up prize for the '**Best Large IT Service Desk**' award at the IT Service and Support Awards, and was the first NHS Service Desk in England to be accredited with **3-star certification** from the Service Desk Institute - the only industry, standards-based, accreditation programme specifically designed to certify service desk quality.

As an organisation we take great pride in the achievements of our staff and remain committed to supporting their personal and professional development, health and wellbeing. This has been recognised through the achievement of our '**Excellence in Informatics**' accreditation for consistent good practice in informatics workforce development and success in being awarded the ISD Network '**Staff Development of the Year**' award three years' running.

### Why visit our stand?

Come along to our stand for further information on the range of services provided, including information on how our Service Desk and SharePoint developments have transformed business and clinical processes - empowering IT users and supporting innovative ways of working.

### Get in touch!

Tel: 0151 296 7888

E-mail: [enquiries@imerseyside.nhs.uk](mailto:enquiries@imerseyside.nhs.uk)

Website: [www.imerseyside.nhs.uk](http://www.imerseyside.nhs.uk)

Twitter: [@nhsimerseyside](https://twitter.com/nhsimerseyside)



# Competition

## #iLINKS17

### Win with our word hunt!

Every year, we give delegates the chance to win one of our fabulous donated prizes, which this year is an **Apple iPad Air!**

To win this amazing prize, all you need to do is visit our Exhibitor Market Place in the Golden Miller Suite and chat with representatives from each of the exhibitors below to reveal their **secret code word**.

Once discovered, **please complete the table below**, detach from this brochure and hand your completed form to a member of the iLINKS Innovations Event Team or leave it in the box provided on our Information Desk. All correct entries will be entered into our prize draw! Good luck and happy word hunting!

Visit each of our exhibitors to reveal their hidden <b>code word</b> ! Write it in the table for your chance to win! Don't forget to leave your contact details!	 Allscripts®	 brother at your side	 CENTENNIALMIT MEDITECH SOLUTIONS	 Cerner
 CheckWare®	 DELL	 drdoctor	 egton	 eHealth Cluster
 emis health	 ERICOM BE CONNECTED, BE SECURE	 FORTRUS	 mig healthcare gateway	 HEARST HEALTH International
 ieg4	 imosphere	 NHS Informatics Merseyside	 INNOVATION AGENCY Academic Health Science Network for the North West Coast	 InterSystems® Health   Business   Government
 skills development network	 ORION HEALTH	 Populo CONSULTING	 RESTART VIPER360 powered by RESTART	 SAMSUNG
 Sunrise®	 text local Business Mobile Messaging	 TRUSTMARQUE Part of Capita plc	 VANAD Enovation	 Viper BUSINESS

Your name:

Tel:

Job title:

E-mail:

Organisation:

# Thank you #iLINKS17

A special note of thanks to all those exhibiting at iLINKS Innovations 2017!



drdoctor

egton



BUSINESS



SAMSUNG



Business Mobile Messaging



# Your feedback #iLINKS17

We hope that you have enjoyed iLINKS Innovations 2017. To help inform future event planning, we would greatly appreciate your feedback on your experience today. Please spare a moment to **complete the form below**, answering as honestly as you can. All completed forms will be entered into a **prize draw** for a chance to win an **Apple iPad Air**, which has been donated for this year's event. Whilst your contact details will be used for the purposes of the prize draw, all feedback and comments are anonymised for use in reporting and any future advertising.

## Your contact details

\*Please complete this section should you wish to be included in the prize draw competition.

Your name:

Tel:

Job title:

E-mail:

Organisation:

<b>Presentation session 1</b> <i>(specify title or number)</i>	Strongly agree	Agree	Disagree	Strongly Disagree
Objectives of the presentation were clearly stated and achieved				
My personal objectives were met				
Additional comments:				

<b>Presentation session 2</b> <i>(specify title or number)</i>	Strongly agree	Agree	Disagree	Strongly Disagree
Objectives of the presentation were clearly stated and achieved				
My personal objectives were met				
Additional comments:				

<b>Keynotes</b>	Yes	No
Did you find the keynote presentations valuable and informative?		
Additional comments:		

>> Please see further questions overleaf

# Your feedback cont'd...

<b>Overall</b>	Excellent	Good	Ok	Poor
My overall feeling about the content, organisation and format of the day was...				
Additional comments:				

## Additional feedback

Do you have any suggestions for presentations that you would like to see at future iLINKS Innovations events?

Do you have any other comments?

**Thank you for taking the time to provide your feedback!**

Once complete, please detach from this brochure and hand your completed form to a member of the iLINKS Innovations Event Team or leave it in the box provided on our Information Desk.

# My notes #iLINKS17



Our Sponsors

WITH THANKS TO OUR #iLINKS17 SPONSORS...

