

# Welcome to Engage 2020

Please practice  
social distancing



Register  
to attend  
**Engage 2020**

# About Engage 2020

Welcome to Engage 2020;  
a conference with a difference!

**This autumn our engagement practitioners' event is online, and we have more learning and peer support sessions than ever before for you to choose from!**

Hosted by the Engagement Practitioners Network (EPN) and aimed at public engagement professionals across the health and care system, this conference format is new and exciting.

The whole event has been co-designed with network members. We are all still learning about new ways to engage with people and communities and Engage 2020 gives us a chance to gain new ideas, techniques and learn from each other.

The overarching theme of Engage 2020 focuses on 'What we have learned about community engagement from the recent pandemic, and how we can apply this, building a better health system for all'.

We have moved from a single face-to-face day of learning to a virtual 'festival style' approach with a whole two weeks full of exciting sessions for you to explore. It's free to join and you are in charge of your own conference. Pick and mix sessions to build a programme of learning to suit you.

Most importantly... **'you said.. and we did'**...These last months have seen long hours and a passionate dedication to work. You told us that self-care is really important. So we have included a range of wellbeing sessions the support you and to share with the communities that you work with. Engage 2020 has been designed to support you, as a human being, doing a great job in challenging times.

Engage 2020 contains a range of sessions to support you, as a human being, doing a great job in challenging times.



We have never run a conference like this before. We are doing this in the spirit of embracing new ways to engage, stepping out of our comfort zones, learning from each other, sharing a wide range of online techniques. We won't get everything right, if something goes wrong, please be kind. Like you, we are still learning. We will do our best to fix it and improve for next time.

## What to expect from Engage 2020

- A wide range of health and care engagement professionals coming together to share ideas about new ways of working
- Opportunity to explore together the latest thinking about working in genuine partnership with people and communities.
- An array of practical ideas, resources, insight and tools to take away
- Chance to build meet like minded peers and build connections

We have several themed sessions throughout the programme. Look out for:

'Main Stage' keynote sessions

Solution surgeries

Masterclasses

Peer-led workshops

Community panels

Wellbeing and creative sessions

# Register for Engage 2020

## It can be as easy as 1, 2, 3

- 1 Read this brochure for a programme overview (page 12) and full details of each session (page 18).
- 2 Decide which sessions you would like to attend and build your own programme, around your schedule.
- 3 Register for the whole conference [here](#)

The registration page/s will give you the option to select as many sessions as you would like to attend. Be sure not to miss our 'main stage' keynote panel speakers on 23 and 26 November.

Once you have registered, you will receive an email with details of your personal conference programme.

One week before each session you will receive your joining details which will be sent to you a few days before the session is due to start.



### Top tip

Once you have selected your sessions, don't forget to make a note of them in your diary.

## Our cancellation policy

Please let us know if you cannot attend your session. Some sessions have limited numbers, and this enables us to give your place to someone on the waiting list.

If you have booked on a session with limited numbers (40 or fewer), please cancel 48 hours before the start of your session, or you may be charged a £50 non-attendance fee.

Our events have always been oversubscribed so this helps everyone get the best out of the spaces available.

# About the Engagement Practitioners Network



Engagement Practitioners' Network

**The Engagement Practitioners Network (EPN) was launched in January 2020 to create support and make connections between staff in engagement roles across the health and care system.**

It's an informal staff development network for public engagement professionals across the NHS, voluntary and other partner organisations. The building of peer support and the space to share ideas and learning from across people, organisations and communities are core components of the network.

To find out more about EPN visit the NHS England and NHS Improvement website.

You can also join the EPN workspace and become a network member by emailing: [england.epn@nhs.net](mailto:england.epn@nhs.net)

To get event highlights and receive updates on Twitter, please follow [@NHSCitizen](#) and use [#Engage2020](#). We would love to hear about your experience.



# Event highlights

We've developed a wide range of sessions under six themes, sessions are colour coded by theme throughout the programme, to help you pick and mix the right combination for you! You told us that in many cases the new working from home has changed your working patterns, so our sessions are happening across a range of timings.

## 'Main stage' Keynote sessions

Join Ruth May (Chief Nursing Officer for England) and special panel guests to hear about ideas for a positive engagement culture and take part in an interactive Q&A.

A keynote speech from Shola Kaye will explore how core values and approaches can help us to be compassionate and courageous.

## Peer-led learning workshops

In these sessions, the wisdom of the colleagues brings new ideas, new techniques, top tips and a friendly face who has walked in similar shoes to yours.

## Masterclasses

Longer sessions offering more in-depth learning opportunities on key subjects.

## Community panels

Hear from voluntary sector groups and people with lived experience, in their own words, about what good engagement looks like to them.

## Solutions surgeries

Got an engagement challenge? These interactive and collaborative sessions are designed to explore real challenges with colleagues and develop ideas to take forward.

## Wellbeing and creative sessions

From desk yoga to online choirs – support your own self-care and explore ideas for adding creativity and wellbeing into your engagement work.

## A 'Pub' style quiz!

Don't forget to join the inspirational Jay Flynn for a special virtual quiz.

Jay shot to fame when he offered to run his local pub quiz on Facebook during the lockdown and his offer went viral! This quiz-style session will give participants an insight into how Facebook live sessions work.

*'Jay is the quizmaster's quizmaster. His achievements form one of the happiest and most hopeful stories to have emerged from the madness of lockdown'*

Stephen Fry

# "Remain compassionate to yourself."



**Shola Kaye**

Keynote speaker

# Keynote speakers & panelists



**Ruth May**

Chief Nursing Officer, England



**Shola Kaye**

Keynote speaker



**Sonia Beard**

Tissue Ambassador for NHS  
Blood and Transplant



**Olivia Butterworth**

Head of Public Participation  
for NHS England and NHS  
Improvement.



**Roger Davidson**

NHS Director of System  
Partnerships



**Kim Rezel**

Involvement Lead at Healthcare  
Quality Improvement  
Partnership (HQIP)



**Simon Sherbersky**

Positive Change Agent



**Kim Shutler**

CEO at The Cellar Trust



**Shae Eccleston**

Creative Consultant



**Jo Mackintosh**

Delivery Manager - Northern  
Cancer Alliance



**Kate Morrissey**

Senior Programme Manager  
within NHS England



**Haris Sultan**

NHS Youth Forum member



**Mick Ward**

Associate of the Health Systems  
Innovations Lab



**Dr Owen Williams OBE**

Chief Executive of  
Calderdale and Huddersfield  
NHS Foundation Trust

# Programme summary

## Week 1: 16-20 November

	Morning	Afternoon	Evening
16 November		Yoga for Healthy back 13.00-13.30  Conversation café - tech support drop-in 14:00-16:30	Choir session 1: we'd like to teach the NHS to sing - singing for wellbeing 19.30-20.30
17 November	Conversation café - tech support drop-in 10:00-12:30	Creativity and culture for engagement, health and wellbeing 14.00-16.00  Conversation café - tech support drop-in 14:00-16:30	
18 November	Mental Health First Aid 10:00-11:00	The pandemic, painting and my engagement practice 12.00-12.30  Caring for yourself - what does this really mean for you? 13:00-14:00	
19 November	The art and science of surviving and thriving 10:00-11:00		Reggae yoga and yoga nidra 18:30-20:30

	Morning	Afternoon	Evening
19 November	Masterclass 1: exploring engagement in an inclusion health context 11:00-13:00		Choir session 2: we'd like to teach the NHS to sing - singing for wellbeing 18:30-20:30
20 November	Primary Care Networks – working in partnership with people and communities to reduce health inequalities 10:00-11:00  Masterclass 2: leadership skills for engagement 09:30-12:30	Choir session 3: we'd like to teach the NHS to sing - singing for wellbeing 12.00-13.00  Gratitude & Joy - how we can shift our focus from what's wrong to what's strong 13.00-14.00  Working in partnership to hear the voices of Shielding communities 14.30-15.30	



# Programme summary

## Week 2: 23-27 November

	Morning	Afternoon	Evening		Morning	Afternoon	Evening
23 November	<p><b>Main Stage session – welcome and keynote panel</b> 10:00-11.15</p> <p><b>Engaging to harness community strengths and exploring Asset based community practice</b> 11:00-12.30</p> <p><b>Working with community champions to develop peer and social research</b> 11:30-12.30</p>	<p><b>Taking notice - an opportunity to take a few mindful moments and learn to pause and breathe</b> 13.00-14.00</p> <p><b>Masterclass 3: adventures in virtual co-production</b> 13:00-16:00</p> <p><b>Music is medicine</b> 13.30-14.00</p> <p><b>Keeping Creative &amp; Connected through Covid</b> 13.00-14.00</p> <p><b>Engaging to harness community strengths and exploring asset based community practice (repeat session)</b> 11:00-12.30</p>	<p><b>Choir session 4: we'd like to teach the NHS to sing - singing for wellbeing</b> 19.30-20.30</p>	24 November	<p><b>Solutions Surgery</b> 10:00-11.30</p> <p><b>Inclusive engagement when the usual methods aren't available - engaging people with autism</b> 11:00-12.30</p> <p><b>Developing rapid community insight in a crisis</b> 11:30-12.30</p>	<p><b>Solutions Surgery</b> 15:00-16.30</p>	
24 November	<p><b>Mindfulness to start the day</b> 09:00-09.30</p> <p><b>Key principles for effective engagement in digital events.</b> 09:30-10.00</p>	<p><b>Junk2Funk</b> 12:30-13.00</p> <p><b>Solutions Surgery</b> 13:00-14.30</p> <p><b>Public Involvement in health research in a pandemic</b> 14:30-15.30</p>		25 November	<p><b>Find your peace and joy</b> 09:00-09.30</p> <p><b>No LGBT person left behind</b> 09:30-10.30</p> <p><b>Tackling health inequalities in Gypsy and Traveller communities</b> 11:00-12.00</p> <p><b>Patient and Public Involvement in Innovation, Research and Life Sciences</b> 11:00-12.00</p> <p><b>Co-production in crisis</b> 11:00-12.30</p>	<p><b>Online cooking – network with colleagues and make your own healthy lunch together! Soul Food - Meet, Cook and Eat with REEL CIC</b> 12:30-13.30</p> <p><b>Meet the Learning Disability and Autism Advisory Group – engaging people with Learning disabilities and autism</b> 14:30-15.30</p> <p><b>Learning from and evaluating Citizens Panels</b> 14:30-15.30</p>	<p><b>A 'Pub' style quiz hosted by Jay Flynn</b> 19.00-20.30</p>

# Programme summary

## Week 2: 23-27 November

	Morning	Afternoon	Evening
26 November	<div>Main stage session: Co Chair: Kim Rezel (EPN Network member, Patient and Public Involvement Lead, Healthcare Quality Improvement Partnership) and Sonia Beard, (Youth Forum). Keynote Speech: Shola Kaye 10:30-12.00</div>	<div>Creating a mentally healthy workplace - what can we all do to boost happiness and wellbeing at work? 13.00-14.00</div> <div>Deliberative online engagement on COVID exit strategies; what we learned 14.30-15.30</div> <div>Embedding youth engagement into practice – why youth voice matters 14.30-15.30</div>	<div>Choir session 5: we'd like to teach the NHS to sing - singing for wellbeing 19.30-20.30</div>
27 November	<div>The national Reconnect programme 10:00-11.00</div> <div>Engagement work completed through ethnography training with seldom heard groups 10:00-11.00</div> <div>Using animation to capture the experiences of prisoners accessing hospital care 11:30-12.30</div>	<div>Junk2Funk 12:30-13.00</div> <div>Choir session 6: we'd like to teach the NHS to sing - singing for wellbeing 13:00-14.00</div> <div>Mental Health First Aid 14:00-15.00</div> <div>Preparations for large scale consultations 14:30-15.30</div>	



# Programme schedule in detail

## Week 1: 16-20 November

### 16 November 2020

13:00-13:30	<b>Yoga for Healthy back</b> Working long hours are your desk? Join us for a yoga session specially designed to help your back.
14:00-16:30	<b>Conversation café – tech support drop-in</b> Anxious about joining an online conference? Need some tech support? Drop into the conversation cafe sessions for a friendly chat and some support.
19:30-20:30	<b>Choir session 1: we'd like to teach the NHS to sing – singing for wellbeing</b> A session that explores singing for engagement, health and wellbeing, specifically as a way for connecting and re-connecting with communities through Covid-19 and beyond. There are 6 sessions in total, each session builds on previous sessions, but you do not have to attend every session.

### 17 November 2020

10:00-12:00	<b>Conversation café – tech support drop-in</b> Anxious about joining an online conference? Need some tech support? Drop into the conversation cafe sessions for a friendly chat and some support.
14:00-16:00	<b>Creativity and culture for engagement, health and wellbeing</b> This session will explore creative approaches to both engagement, and health and wellbeing. It will include creative activities as well as discussions of existing programmes of work around the country, and their impacts both before and during Covid-19.
14:00-16:30	<b>Conversation café – tech support drop-in</b> Anxious about joining an online conference? Need some tech support? Drop into the conversation cafe sessions for a friendly chat and some support.

### 18 November 2020

10:00-11:00	<b>Mental health first aid</b> This introductory presentation on mental health first aid has been specifically developed for the workplace and focuses on learning how to spot and manage stress and other mental health issues at work.
12:00-12:30	<b>The pandemic, painting and my engagement practice</b> Rebecca Loan offers an inspiring reflection on how she reconnected with her love of painting during the pandemic and how she discovered some surprising parallels between the creative and engagement process.
13:00-14:00	<b>Caring for yourself – what does this really mean for you?</b> Join Team Boo for an opportunity to identify your stress triggers and explore positive and healthy renewal activities. This wellbeing workshop from Boo Consultancy will help you to put your own oxygen mask on first!

### 19 November 2020

10:00-11:00	<b>The art and science of surviving and thriving</b> The art of surviving and thriving depends on having a set of positive coping strategies. If you have ever wondered why this is, and how these strategies can be explained in scientific terms, join the session to find out more.
11:00-13:00	<b>Masterclass 1: exploring engagement in an inclusion health context – Olivia / Rosie</b> This two-hour 'masterclass' explores how we connect, engage and amplify the voices of people from inclusion health groups. We will share practical and inspiring examples of how to ensure that people are engaged in meaningful ways that lead to commissioning and service improvements. By joining the session, you will walk away with: <ul style="list-style-type: none"> <li>• A better understanding of health inequalities and Inclusion Health, how these tie in together and its impact on specific community groups</li> <li>• A belief that it is possible and achievable to develop service improvements that meet the needs of some of the most vulnerable in our society</li> <li>• The confidence and motivation to be a critical friend to commissioners and support the development of inclusive service practices.</li> </ul>

# Programme schedule in detail

## Week 1: 16-20 November

### 19 November 2020

14:00-15:00	<b>Integrated Care Systems and Engagement in a pandemic – understanding and acting on people’s experience during Covid</b> This session will look at the challenges and context for engaging with people and communities during the first phase of Covid. Engagement leaders from two Integrated Care Systems will share their experience, followed by questions and answers and an opportunity to contribute to key learning points to take into the next phase of Covid response.
18:30-19:15	<b>Reggae yoga and yoga nidra</b> Reggae Yoga is a relaxed version of Yoga Vinyasa to the beat of reggae music. This session concludes with a relaxing Yoga Nidra session. Everyone, and every ability is welcome. Please bring a yoga mat or towel.
19:30-20:30	<b>Choir session 2: we’d like to teach the NHS to sing – singing for wellbeing</b> A session that explores singing for engagement, health and wellbeing, specifically as a way for connecting and re-connecting with communities through Covid-19 and beyond. There are 6 sessions in total, each session builds on previous sessions, but you do not have to attend every session.

### 20 November 2020

10:00-11:00	<b>Primary Care Networks – working in partnership with people and communities to reduce health inequalities</b> This session is based around a current project with the Primary Care Networks (PCNs) of Morecambe Bay, Lancashire, where different approaches to reducing health inequalities are being explored by working in partnership with people and communities.
12:00-13:00	<b>Choir session 3: we’d like to teach the NHS to sing – singing for wellbeing</b> A session that explores singing for engagement, health and wellbeing, specifically as a way for connecting and re-connecting with communities through Covid-19 and beyond. There are 6 sessions in total, each session builds on previous sessions, but you do not have to attend every session.

### 20 November 2020

13.00-14.00	<b>Gratitude &amp; Joy – how we can shift our focus from what’s wrong to what’s strong</b> Join Team Boo for a wellbeing workshop and explore the benefits of practising gratitude to lift our mood and improve wellbeing.
14.30-15.30	<b>Working in partnership to hear the voices of Shielding communities</b> Shielding communities - the forgotten voices? This session will present the rapid partnership approach that was taken to hear from a wide range of shielding communities and how this information can support the development of better health services now and in the future
9:30-12.30	<b>Masterclass 2: leadership skills for engagement</b> We will consider the challenges facing leaders when working on public engagement and explore tools, leadership styles and strategies to improve reach and confidence. The masterclass will provide context and some core principles for public engagement, as well as underpinning leadership skills. It will be delivered as a blend of information sharing, with some theories and models presented on slides and discussion groups with feedback. We will encourage the sharing of experience and knowledge amongst the delegates to add value and confidence to the learning. The session will be co-delivered by two trainers and facilitators with considerable experience in primary care and leadership development including an ILM Level 7 accredited executive coach.

# Programme schedule in detail

## Week 2: 23-27 November

23 November 2020	
11:30-12:30	<div><b>Working with Community champions to develop peer and social research</b></div> <p>This interactive workshop will explore the importance of peer-led approaches to research and participation. It will draw upon projects Groundswell have carried out during the Covid-19 pandemic, and discuss the challenges and opportunities we have faced when working in this way. This session will be of interest to anyone who is interested in delivering peer-led research and engagement, or those who are interested in co-production and peer-led approaches.</p>
13:00-14:00	<div><b>Taking notice – an opportunity to take a few mindful moments and learn to pause and breathe</b></div> <p>Join Team Boo for an opportunity to identify your stress triggers and explore positive and healthy renewal activities. This wellbeing workshop from Boo Consultancy will help you to put your own oxygen mask on first!</p>
10:30-11:15	<div><b>Main Stage session – welcome and keynote panel session</b> <b>Co-chairs: Haris Sultan (Youth Forum member), Jo MacKintosh (EPN Working group Member and Northern Cancer Alliance).</b></div> <p>Join Ruth May (Chief Nursing Officer for England) and special panel guests for a warm welcome to our first online Engagement Practitioners Network conference. In this session, participants will hear from inspiring senior leaders across the health sector who are passionate about tackling health inequalities through engaging with people and communities. Hear about some of the key challenges and solutions that have been implemented across different parts of the health system, about ideas for a positive engagement culture and take part in an interactive Q&amp;A, where participants can shape the conversation. Panel speakers: Owen Williams (CEO of Calderdale and Huddersfield NHS Foundation Trust), Olivia Butterworth (Head of Public Participation, NHS England and Improvement, Mick Ward (led the City-wide transformation of Adults and Health Directorate in Leeds City Council), Kate Morrissey (National Programme Lead, Reconnect and lead for inclusive employment, Health and Justice Team NHS England and Improvement,)</p>

23 November 2020	
11:00-12:30	<div><b>Engaging to harness community strengths and exploring Asset based community practice to get people involved as valued contributors</b></div> <p>We will share our experience of delivering asset based community development across Torbay to tackle social isolation and loneliness. The session will provide insights into the practice, key underlying principles and the impact on individual lives’ and within a neighbourhood. It will explore engagement through connecting people to their strengths, passion and energy, promoting wellbeing and connected inclusive neighbourhoods.</p> <p>Engagement practitioners who want to know how to use engagement to stimulate social action and empower people to be their own solution will find this session insightful. We will spend over 90 minutes taking you on a journey, whilst providing insights into our successful asset-based community development practice that we have developed over the last 7.5 years</p>
13:00-16:00	<div><b>Masterclass 3: adventures in virtual co-production</b></div> <p>This 3-hour session will be hosted using Zoom, with participants being invited to work in smaller groups using virtual break-out rooms and undertake a series of activities and exploratory topics together. Each participant will be encouraged to bring an example of something they are working on which they can focus on throughout the session, but we’ll have some examples of our own for people who need them. We will be modelling good practice, using some of our tried and tested facilitation methods to enable attendees to quickly connect and build trust so they can work together effectively throughout the session. We will provide the opportunity to make practical use of some different remote platforms like Mentimeter, Miro and Jamboard and demonstrate ways of using them at stages of the “co-production journey”, taking time to reflect on what works well about each method and how participants could use these in future. At the end of the session, we will also be providing each attendee with materials to support them going forward to undertake their own virtual co-production activities.</p> <p>Outcomes include:</p> <ul style="list-style-type: none"><li>• A belief that remote co-production is possible and achievable within their personal context</li><li>• A set of tools and methods, understanding of how to use them in practice and a guide to refer back to</li><li>• Confidence and motivation go and get started on their own remote co-production.</li></ul>

# Programme schedule in detail

## Week 2: 23-27 November

### 23 November 2020

13:30-14:00	<b>Music is medicine</b> Music is medicine is a fun and noisy interactive session that explores the value that music can play in self-care and well-being led by REEL CIC, a community organisation that has been supporting local communities through a range of socially distanced engagement activities. No musical experience necessary - All levels of musicians are welcome!
14:30-15:30	<b>Keeping creative and connected through COVID</b> Darts' Assistant Director gives insight into the challenges faced while delivering our arts and health programmes through the lockdown and beyond. We'll share the solutions, impacts and lessons learnt in how to stay connected to our participants - many of whom are vulnerable, isolated and digitally excluded.
14:30-15:30	<b>Engaging to harness community strengths and exploring Asset based community practice to get people involved as valued contributors (repeat session)</b> We will share our experience of delivering asset based community development across Torbay to tackle social isolation and loneliness. The session will provide insights into the practice, key underlying principles and the impact on individual lives' and within a neighbourhood. It will explore engagement through connecting people to their strengths, passion and energy, promoting wellbeing and connected inclusive neighbourhoods. Engagement practitioners who want to know how to use engagement to stimulate social action and empower people to be their own solution will find this session insightful. We will spend over 90 minutes taking you on a journey, whilst providing insights into our successful asset-based community development practice that we have developed over the last 7.5 years
19:30-20:30	<b>Choir session 4: we'd like to teach the NHS to sing – singing for wellbeing</b> A session that explores singing for engagement, health and wellbeing, specifically as a way for connecting and re-connecting with communities through Covid-19 and beyond. There are 6 sessions in total, each session builds on previous sessions, but you do not have to attend every session.

### 24 November 2020

09:00-09:30	<b>Mindfulness to start the day</b> Mindfulness can offer a great way to practice wellbeing for the mind and body. Join Ruth Atkins from NHS Bath and North East Somerset, Swindon and Wiltshire CCG for a 30-minute mindfulness session to set your brain up for the day. Please bring some raisins or a bit of chocolate or similar that you can smell and touch.
09:30-10:00	<b>Key principles for effective engagement in digital events</b> A look at the key principles we use at Kaleidoscope Health and Care to help participants feel as comfortable and confident as possible in engaging fully with digital events.
10:00-11:30	<b>Solutions Surgery</b> This is an interactive workshop where you can learn about a new technique by taking part. Participants can bring a real-life engagement challenge to share with colleagues. In a facilitated Solutions Surgery, participants with a range of expertise listen to the challenges presented, and all share their experience and provide ideas for solutions. You will come away with a range of ideas to try, as well as having shared your expertise with others. Delegates will contribute by suggesting ideas and taking part in a process to prioritise topics for discussion in advance.
11:00-12:00	<b>Inclusive engagement when the usual methods aren't available – engaging people with autism</b> Exploring types of engagement that work for autistic people and those with a learning disability in the ways most empowering to them. This session looks at how to engage successfully and inclusively when face to face engagement is not possible, how to engage safely with those who are unable to engage digitally and what to do when people are becoming disengaged with digital engagement
11:00-12:00	<b>Developing rapid community insight in a crisis</b> Three local Healthwatch organisations share examples of how they collaborated at pace to gather and share local insight during the pandemic. The session is aimed at people who want to look at approaches taken in other areas and are willing to share their experiences.



# Programme schedule in detail

## Week 2: 23-27 November

### 24 November 2020

12:30-13:00	<b>Junk2Funk</b> Come along to this workshop and learn how you can rescue and recycle everyday objects and turn them into an amazing orchestra of musical sound with Junk2Funk. Who knows what performance opportunity we can all create together? Great fun and can be adapted as energisers and icebreakers.
13:00-14:30	<b>Solutions Surgery</b> This is an interactive workshop where you can learn about a new technique by taking part. Participants can bring a real-life engagement challenge to share with colleagues. In a facilitated Solutions Surgery, participants with a range of expertise listen to the challenges presented, and all share their experience and provide ideas for solutions. You will come away with a range of ideas to try, as well as having shared your expertise with others. Delegates will contribute by suggesting ideas and taking part in a process to prioritise topics for discussion in advance.
14.30-15.30	<b>Public involvement in health research in a pandemic</b> Cross system collaboration in spring 2020 led to the creation of the UK Covid-19 Public Involvement Research Matching Service for urgent public health research. We'll present what we've learned from our evaluation which shows how the service worked in practice, and invite discussion about what we could do next.
15:00-16:30	<b>Solutions Surgery</b> This is an interactive workshop where you can learn about a new technique by taking part. Participants can bring a real-life engagement challenge to share with colleagues. In a facilitated Solutions Surgery, participants with a range of expertise listen to the challenges presented, and all share their experience and provide ideas for solutions. You will come away with a range of ideas to try, as well as having shared your expertise with others. Delegates will contribute by suggesting ideas and taking part in a process to prioritise topics for discussion in advance.

### 25 November 2020

09:00-9:30	<b>Find your peace and joy</b> Find your peace and joy in a session with Nathalie Carter, experienced Wellbeing Mentor and Patient and Public Involvement Manager, Innovation, Research and Life Sciences Group. Come along with a few ideas to share on what brings you peace, and what brings you joy!
09:30-10:30	<b>No LGBT person left behind</b> There is always a risk that people at the margins who experience discrimination, rejection, and multiple barriers, are not visible, and end up more excluded. This session will promote discussion about health inequalities experienced by LGBT people, including during the current Covid-19 pandemic. With access to community insights and a host of resources and information, we will discuss how we can ensure that the needs of all LGBT people are recognised in our services and look at how we can remove the structural barriers that many in our communities face.
11:00-12:00	<b>Tackling health inequalities in Gypsy and Traveller communities</b> This session will share good practice examples, resources and tips on how to improve your engagement with Gypsy and Traveller communities and other populations experiencing health inequalities.
11:00-12:00	<b>Patient and public involvement in Innovation, Research and Life Sciences</b> This session explores some of the range and benefits of patient and public engagement in Innovation, research and life sciences.
11:00-12:30	<b>Co-production in crisis</b> Wendy is a parent with lived experience who runs a family support organisation for parents of children and young people with mental health needs. She uses creative approaches to work with parents and professionals to support and develop partnership working. This session focuses on the rapid development of digital engagement to support and engage parents in this time of crisis.
12:30-13:30	<b>Online cooking – network with colleagues and make your own healthy lunch together! Soul Food – Meet, Cook and Eat with REEL CIC</b> Everyone has their repertoire of tried-and-true recipes that eventually become a part of the weekly menu. But when you've been cooped up at home for weeks on end, even family favourites can become a bore. Join us and explore some new flavours.

# Programme schedule in detail

## Week 2: 23-27 November

### 26 November 2020

14:30-15:30	<b>Meet the Learning Disability and Autism Advisory Group – Engaging people with Learning disabilities and autism</b> <p>The Advisory Group is made up of 15 experts by experience which includes people with a learning disability, autistic people and family carers. It advises NHS England and NHS Improvement on work that impacts on people with a learning disability and autistic people. The members are well connected and speak out to make a difference to policy. Come along to this panel to talk with some members and find out what we've been doing. You can also read what we've been influencing on You Said, We Did. The session will explore key tips and ideas for good engagement and a chance for participants to ask questions and expand their knowledge</p>
14:30-15:30	<b>Learning from and evaluating Citizens Panels</b> <p>This workshop will share the findings from a recent evaluation of citizens panels, an approach to engaging with communities that is being explored by many Integrated Care Systems. We will explain how panels work, share the findings from the research about their impact, look at what it takes to set them up and run them successfully, and how they are being used to influence decision-making.</p>
16:00-17:00	<b>Participation works! Involving people experiencing homelessness means better decision making</b> <p>Groundswell works with people with experience of homelessness, offering opportunities to contribute to society and create solutions to homelessness and Health Inequality. Participation is at our core because people have the right to be involved in decisions that affect their lives; this leads to better insight and better decisions. In this session, we will share our experience of engaging people with experience of homelessness in decision making even during the pandemic and share some tips on how you can do it too!</p>
19:00-20:30	<b>A 'Pub' style quiz hosted by Jay Flynn</b> <p>Take part in a 'virtual pub quiz' hosted by Jay Flynn from Lancashire who shot to fame when he offered to run his usual local pub quiz on Facebook during lockdown – he didn't expect his invite to go viral! He had hundreds of thousands of participants in his first ever Facebook live quiz and has been quizzing the nation ever since with over 12 million views. This session is a fun pub quiz with 5 rounds of questions, you can compete on your own or as a team. It will also give participants an opportunity to explore how engaging with people through Facebook live sessions can work.</p>

### 26 November 2020

10:30-12:00	<b>Main stage session: Co Chair: Kim Rezel (EPN Network member, Patient and Public Involvement Lead, Healthcare Quality Improvement Partnership) and Sonia Beard, (Youth Forum)</b> <b>Keynote Speech: Shola Kaye</b> <p>Join our inspiring panel for an interactive discussion; leaders from different areas of the health service present some of their experiences and passions for engagement. They will explore why this is so important, what we have learned from the recent pandemic and how we can apply the learning. This will be followed by a key note speech from Shola Kaye, who has spent years working with the public sector, corporations and community groups alike. She will explore how core values and approaches can help us to be compassionate and courageous, and take a leap of faith to do things differently. Panel speakers: Kim Shutler (CEO The Cellar Trust), Simon Sherbersky (Lead Officer Torbay Community Development Trust and Director), Roger Davidson, Shae Ecclestone (Patient and Public Voice Partner)</p>
13:00-14:00	<b>Creating a mentally healthy workplace – what can we all do to boost happiness and wellbeing at work?</b> <p>Join Team Boo for a wellbeing workshop to explore your stress triggers and identify positive and healthy renewal activities</p>
14.30-15.30	<b>Deliberative online engagement on COVID exit strategies; what we learned</b> <p>In May of this year, four organisations (Bang The Table, Involve, The Ada Lovelace Institute, and Traverse) came together in partnership to run a public deliberation online, within a very rapid turnaround, to engage the public in questions around COVID exit strategies – particularly in relation to technology and data. This session will review the process of this engagement, what we learned from the discussions, what the partners learned about deliberating online, and what they feel this means for public engagement as a whole in the coming months and beyond.</p>
14:30-15:30	<b>Embedding youth engagement into practice – why youth voice matters.</b> <p>This workshop will give you an opportunity to think about why, at this pivotal time, youth voice is so important in your work. Members of the NHS Youth Forum will give you the chance to discuss and share your experience of engaging young people and will inspire you to think about the opportunities and barriers to engaging effectively.</p>

# Programme schedule in detail

## Week 2: 23-27 November

### 26 November 2020

19:30-20:30	<b>Choir session 5: we'd like to teach the NHS to sing – singing for wellbeing</b> A session that explores singing for engagement, health and wellbeing, specifically as a way for connecting and re-connecting with communities through Covid-19 and beyond. There are 6 sessions in total, each session builds on previous sessions, but you do not have to attend every session.
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### 27 November 2020

10:00-11:00	<b>The national Reconnect programme</b> In this session, NHS England and the Lived Experience team will outline how the lived experience has been fundamental to the design and development of the RECONNECT Care after Custody services and the impact that this has had.
10:00-11:00	<b>Engagement work completed through ethnography training with seldom heard groups</b> This workshop is aimed at people interested in gathering stories from seldom heard groups using a unique tool – ethnography. Macmillan Cancer Support trained 8 community groups in London to gather stories from within their own communities in order to understand more about their cancer experience and what would improve their journey. The process of working with seldom heard groups and training 79 participants was as important as the 25 stories gathered. This session will illustrate the themes found and explore possible solutions gathered through a hack session with health professionals, decision makers, community groups and purse string holders at City Hall.
11.30-12.30	<b>Using animation to capture the experiences of prisoners accessing hospital care</b> This session will explore the process we developed to turn patient insight data from prisons into a short animated clinical engagement tool for hospital staff. We will show the final animation during the presentation and discuss how it has been used to try and improve the quality and experience of care for people in prison.

### 27 November 2020

12:00-12:30	<b>Junk2Funk</b> Come along to this workshop and learn how you can rescue and recycle everyday objects and turn them into an amazing orchestra of musical sound with Junk2Funk. Who knows what performance opportunity we can all create together? Great fun and can be adapted as energisers and icebreakers.
13:00-14:00	<b>Choir session 6: we'd like to teach the NHS to sing – singing for wellbeing – THE FINALE</b> A session that explores singing for engagement, health and wellbeing, specifically as a way for connecting and re-connecting with communities through Covid-19 and beyond. There are 6 sessions in total, each session builds on previous sessions, but you do not have to attend every session.
14:00-15:00	<b>Mental Health First Aid</b> This introductory presentation on mental health first aid has been specifically developed for the workplace and focuses on learning how to spot and manage stress and other mental health issues at work.
14:30-15:30	<b>Preparations for large scale consultations</b> The session will look at consultation post Covid including temporary and permanent change, we will walk through the consultation process including how to engage and consult when social distancing remains



# Keynote speakers and panelists - biographies



## Sonia Beard

Sonia is 21, she is a Tissue Ambassador for NHS Blood and Transplant after having received a heart valve transplant in 2015 to cure congenital heart disease. She joined the NHS Youth Forum to continue pursuing her passions concerning service improvement, organ and tissue donation awareness, and most importantly, ensuring that youth voice and patient engagement with those who have lived experience is at the centre of strategic decision making within the healthcare system.

Sonia recently graduated from the University of Exeter with a First Class degree in English Literature.



## Olivia Butterworth

Olivia Butterworth is Head of Public Participation for NHS England and NHS Improvement.

Her ambition is to ensure the NHS works with citizens and communities, empowering them to have a voice that influences the development, design and delivery of our health and care services.

Olivia is the national lead for the People and Communities workstream of the Primary Care Networks programme and was named in the HSJs Top 50 Innovators and the Top 50 Integrators in 2014. In 2018 she was named as one of the Top 70 NHS Stars.

Olivia has worked with a wide and diverse range of voluntary sector organisations, both in paid and voluntary roles, providing support with organisational development, developing services, engagement, involvement and fundraising. Olivia is very proud to be a Trustee of the Manchester-based LGBT Foundation and a Non-Executive Director of Local Care Direct.

You can follow her on Twitter @LiviBF



## Roger Davidson

Roger helps lead the national team working on primary care and system transformation and has particular responsibility for system leadership development, system partnership building and the sharing of knowledge, as well as engagement and communications.

Previously Roger was NHS England's Head of Media and Public Affairs where he helped the NHS set out new strategies for healthcare, including the NHS Five Year Forward View and plans for urgent care, general practice, cancer and mental health.

He was Head of Communications at the NHS Confederation and Head of External Affairs at what is now the Care Quality Commission, leading high-profile communications in areas such as the NHS performance ratings and regulatory interventions, notably at Mid Staffordshire NHS Foundation Trust.

Before this, Roger was the lead spokesman for British business as Head of News for the Confederation of British Industry.

His career in communications started with Oxfam during the refugee crisis in Rwanda.



## Shae Eccleston

Shae is a creative consultant and businesswoman with a deep love for her family, friends and life! She loves engaging with people in ways that inspire them to view their experiences as valuable.

Shae's 'A True Story' website motto reads: 'Your story has value. Your words provide comfort. Your tribulations offer insight, and your triumphs, hope.'

As someone who has her own rare cancer story, Shae believes that knowing how to receive people's experiences and empathise with what they've been through, or are still going through, is an important part of progressing the 'every story matters' narrative.

With her book, Sunny Days, designed to help support people through their darkest times, Shae now empowers others to see the impact that listening to their inner voice can have on healthy existence.



# Keynote speakers and panelists - biographies



**Shola Kaye**

Shola Kaye is a communication specialist, author of two books and an award-winning speaker. Her keynote and masterclass topics include communication for diversity and inclusion and workplace empathy.

Shola was fostered as a child and went on to study at Cambridge University. She then spent time as an international singer, which has influenced her approach as a speaker and presenter. Shola has been featured in Marie Claire, Harper's Bazaar and on the BBC.

More information on Shola can be found on her website: [sholakaye.com/speakerpack](https://sholakaye.com/speakerpack)



**Jo Mackintosh**

Jo has worked within the NHS for more than 30 years. Her early career began within NHS dental services working in a number of roles including dental nursing and practice management. She later went on to hold roles that have included working within health improvement, patient experience, quality improvement and operational management in primary and secondary care organisations. Her current role is Delivery Manager leading on communications & involvement for the Northern Cancer Alliance.

Whilst working for the NHS, Jo has gained a BA Hons Health & Social Care and an MSc Healthcare Management. She is extremely passionate about the experience of NHS patients and staff and gains a great deal of personal and professional fulfilment working to improve the experience of both.



**Ruth May**

Ruth enjoyed national appointments with NHS Improvement and Monitor as well as regional and Trust leadership roles before becoming the CNO for England in January 2019. As Regional Chief Nurse for the Midlands and East, she championed the 'Stop the Pressure' campaign; nearly halving the number of pressure ulcers in the region, improving care for patients, and delivering cost savings to the NHS.

Ruth is passionate about nurturing the next generation of NHS nursing, midwifery and Allied Health Professional (AHP) leaders, encouraging professional development opportunities and putting in place the optimal cultural conditions for all NHS employees to thrive. This includes advocating for improved mental health awareness, championing volunteer activity to support the frontline workforce and she is a vocal supporter of the WRES agenda and increased diversity across the NHS.

Proud mum to her wonderful daughter, Ruth is a great believer in a healthy professional and home life balance for all.

Find Ruth on twitter [@CNOEngland](https://twitter.com/CNOEngland) / [#teamCNO](https://twitter.com/teamCNO)



**Kate Morrissey**

Kate is a Senior Programme Manager within NHS England's Health and Justice team and leads a national programme that explores an Inclusive Workforce for Health and Justice settings. She is also the National Implementation Lead for RECONNECT- the care after custody service. Until recently she was the national lead for Mental Health in secure and detained settings.

Kate has significant experience in the commissioning and performance management of high-value Public Health and NHS contracts, both in the community and within prison and immigration removal settings. Kate champions the views of service users and ensures that they are involved in the development of services that would impact this community.

Kate has worked and volunteered in Emergency Care for the past 8 years, both as a CQC manager within a private ambulance service, as well as working frontline NHS shifts.

# Keynote speakers and panelists - biographies



**Kim Rezel**

Kim has been the Patient and Public Involvement Lead at Healthcare Quality Improvement Partnership (HQIP) and leads on the increased and consistent participation of patient and carer partners in the commissioning of the National Clinical Audit and Patient Outcomes Programme. She also facilitates the Service User Network who works as an advisory body for HQIP.

Before moving into healthcare, she worked in drug and alcohol charities with a focus on involvement from the people and communities.

Outside of this, Kim volunteers for the Body and Soul charity who support people and families living with HIV. She is also on the Board for Streets Ahead Rwanda, a charity that supports partner organisations in Rwanda who look after street children.



**Simon Sherbersky**

Simon is a positive change agent who is focused on engagement-led, strengths-based approaches that improve lives. He has shown how this can be done by treating everyone as a valued contributor and connecting people around their passions, skills and interests.

He previously worked in local government as a service lead and commissioner for housing, homelessness, adult care and community and voluntary sector development.

Over the last seven years, he led a National Lottery Community Fund test and learn programme to address loneliness and social isolation, which has involved a social prescribing ecosystem approach, built on developing trusting relationships in neighbourhoods.



**Kim Shutler**

Kim has been the CEO at The Cellar Trust, a multi-award-winning Bradford based mental health charity, since November 2014. Before moving into the Voluntary and Community Sector (VCS), she worked in organisational development, employee wellbeing and communications roles within the public sector.

Kim is currently the Chair of Bradford Voluntary and Community Sector Assembly: the elected leadership for the sector. She represents the sector at the local Public Services Executive, the Wellbeing Board, Health and Care Executive and is a member of the NHS England Adult Mental Health Steering Group.



**Haris Sultan**

Haris is 18, from West Yorkshire and an NHS Youth Forum member. He is currently on a gap year after which, he will be joining the University of Liverpool to study Medicine. Haris wanted to join the youth forum because he's passionate about healthcare and advocacy. He believes it is vital to try and give Young People across England a voice, now more than ever. Because we live in a constantly changing world, Haris believes that as a forum the young members can contribute towards making positive change within the NHS.

Haris has seen first-hand amazing work when professionals engage with young people and he hopes to carry this on a larger national scale with the Youth Forum.

# Keynote speakers and panelists - biographies



## Mick Ward

Mick Ward is an associate of the Health Systems Innovations Lab, a Senior Associate of Nurture Development, a Trustee of Positive Action for Refugees and Asylum Seekers and is involved in several Third Sector organisations in Leeds.

He is from Leeds and worked for social care for 42 years, initially as a Care Assistant, before developing and managing a range of services for disabled people. His professional career then spanned into the commissioning for Adult Social Care, Public Health, Housing Support and the NHS. His experience led him into an expanded joint role as Deputy Director across the Local Authority and the CCG's in Leeds, leading on commissioning across a wide range of health, care and wellbeing services, before establishing a role in transformation and innovation.

Mick has a strong commitment to the social model of disability, citizenship, communities, innovation, culture, equality and diversity, and working in partnership.

Tweet [@mickmodern](#)



## Dr Owen Williams

Dr Owen Williams OBE has been the Chief Executive of Calderdale and Huddersfield NHS Foundation Trust since 2012, having previously served as the CEO of Rossendale District and Calderdale Metropolitan Borough Councils. In early 2020 he was granted the degree of Doctor of Business Administration by the University of Huddersfield following the successful completion of his thesis.

Before working in the Public Sector, Dr Williams worked in the commercial business including his first employment at the Yorkshire Building Society.

He is passionate about reducing health inequality and ensuring that no community - regardless of race, colour or creed get left behind.

