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NATIONAL USER GROUP

EMIS NUG
Annual Conference & Exhibition 2023

CONFERENCE GUIDE

14-15 SEPTEMBER 2023
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Facilitate standardised and joined-up care across practices, PCNs, ICBs, and ICSs.
Deliver the same consistent high-quality care regardless of clinical experience or location.

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Contents

Welcome from the Conference Chair

EMIS NUG members asked for a less northern conference venue this year and as Conference Chair I am delighted to welcome you to London and this fabulous venue.

Despite suggestions that in the post-pandemic world things would return to 'normal', Primary Care has seen anything but. We are confident that this year's conference programme and exhibitors speak to that, and the increased challenges that we all face. Now more than ever, we need to harness innovation and shared learning to meet patient demand and to improve patient health outcomes.

The EMIS NUG supports member practices and their staff to improve patient care through the use of IT and the EMIS Web clinical system. Our annual conference plays a vital role in meetings these aims and we are confident that that you will leave with new ideas and new networking contacts. The EMIS NUG is a registered charity with volunteer committee members, such as me, working on your behalf. This conference will allow us to give an update on the work of the NUG, including our charitable activities and the many benefits of being an EMIS NUG Member.

EduNug is the training arm of EMIS NUG, offering free EMIS training to all staff working at member practices. Please look out for the EduNug sessions on offer this conference, and make sure that your practice team know that this valuable resource is available to all EMIS NUG members at no extra cost. Please visit our EduNug stand and complete a training needs analysis, helping us to offer the training that you and your team need.

As a Charity, we try to keep the cost of attending the conference down and we are grateful for the support of all our sponsors who enable us to do this. My special thanks go to Ardens, our Platinum sponsor and to Primary IT our Gold sponsor, for their continued support of our annual conference. Please make time to meet with them and all of the sponsors throughout the event. Our sponsors and exhibitors can offer solutions to everyday practical problems and can offer advice and training to benefit your whole practice team.

I look forward to seeing you at our annual Gala Dinner, which is always a fantastic evening and a chance to relax with friends and colleagues.

I would like to thank all who have been involved in putting together this year's conference with special thanks to our Speakers, EMIS staff, Exhibitors, and our Sponsors. Please visit the EMIS NUG stand in the exhibition hall to find out more about the work of the EMIS NUG or to let us know if we can be of any assistance to you. We hope that you enjoy the event and look forward to speaking with you during the conference.

Meet Your EMIS NUG Committee
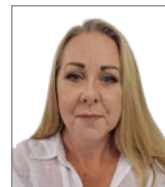
Rachael Lankshear
Chair

Rachael is Practice Manager at a Torquay EMIS practice. For 5 years she worked as a Clinical System Champion for DEVON CCG supporting EMIS practices, delivering training and running the local EMIS User Group

Alan Selwyn
Treasurer

I am a GP of uncertain age and little hair, senior partner at a practice of 16,000 mainly happy patients of huge diversity in North West London. We built a wonderful new surgery in 2016, full of all the best stuff. I am IT lead in Brent, one of 8 boroughs in the NW London ICS.

Moving from our beloved Vision to EMIS Web in August 2014 to fit the local strategy we have slowly come to terms with EMIS Web and are very keen to help it develop, especially now we are all working more communally now in PCNs (some more functional and well-developed than others) and ICSs with more and more stakeholders, requiring the need for IT systems to talk to each other in whatever setting. Out of the NW London ICS, 5 of the 8 boroughs use 'another' IT system and the three EMIS using ones (Brent, Harrow, Hillingdon) need to stick together and mutually watch our backs, with frequent suggestions that we should all be on the same system (which is not likely to be EMIS!).

IT must be well designed and specified: it should work for us, not we for it and there are bits of EMIS Web in both camps. EMIS-X sounds promising but after all the promises, when will it land and how much will users help shape it?

My main professional goal is to run on time (but old dogs and new tricks..). Outside surgery I play baroque violin and dabbled with gyrocopters (sort of aerial motorbikes), having got bored flying planes with wings. I support Crystal Palace, for which I am receiving therapy.

Monica Saksena Joye
Committee Member

Monica is a GP principal in Stockport, Cheshire. She trained in East London at a practice using EMIS LV and after many intervening years using other systems is happy to have moved as a practice to EMIS web.

She is enjoying learning to configure the system and use it to its' full potential and is interested in using EMIS to help with the increasing pressures of day-to-day general practice.

Dave Mayren
Committee Member

Dave served for almost 10 years in the British Army before leaving to take up a role in General Practice Management in Bury, Greater Manchester. He was involved in the selection and successful transition to the EMIS clinical system for his Practice in 2022 and became a local champion for the system, thereafter, developing resources and supporting other Practices and individuals in developing effective ways of using the system to its fullest. Dave now manages his PCN in a development capacity; he continues to champion the use of EMIS locally, promoting efficiency and consistency, and hopes to influence and promote the EMIS system and its uses in a federated capacity locally and nationally.

Tessa McCooey
Committee Member

Tessa has worked within Primary Care for 10 years and is currently a Digital Transformation Lead for a PCN in South Devon. She also works one day a week as a system champion for Devon ICB specialising in EMIS.

Annual General Meeting

Member practices are invited to send a representative to the AGM on Thursday 14 September at 16.50-17.20 in Residency 3

Assistance

If you require any assistance, please contact emisnug@outsourcedevents.com or call +44 (0) 330 460 6007 prior to the event.

Breaks and Lunch

Coffee and tea will be provided throughout the Conference as well as a range of savoury and sweet options for lunch. If you have any dietary requirements that were not stated when booking, please contact emisnug@outsourcedevents.com prior to the event as we may not be able to accommodate your needs without advance notice.

Certificates

A CPD certificate for your attendance at the Conference will be provided.

Cloakroom and Luggage Storage

There will be a secure, self service cloakroom available for bags and coats.

Coach Transfers

Delegates will make their own way to and from the venue but a coach will be provided after the Gala Dinner to take guests back to Kings Cross.

Conference Streams

You are welcome to switch streams throughout the day. To limit disruption, we recommend switching streams during refreshment breaks or lunch breaks.

Exhibition

The exhibition hall is located on the 2nd floor, East Quarter 2 and will be open during all conference hours, breaks and lunch. Please take time to visit all sponsors and exhibitors.

Evaluation Form

Please take a few minutes to complete the online evaluation form to help us continue to improve delegates' conference experience, this will be emailed to you following the event.

Follow us

Keep up to date with the Conference by following us on Twitter @emis_nug, LinkedIn EMIS-NUG and on Facebook at EMIS NUG. Tweet and post about your conference experience using #EMISNUG23

Gala Dinner

The Gala dinner is a ticketed event and will take place on Thursday 14 September at Tottenham Hotspur Stadium in the East Quarter 3.

The evening will begin with a magician performing close up magic during the drinks reception in East Quarter 2, followed by a three course a la carte meal and finishing with a live band and dancing. It's a fantastic opportunity to network with colleagues, and relax after a full day of sessions. The dress code is smart casual. There will be a complimentary shuttle bus leaving the venue at 23:15 to take guests back to Kings Cross.

Hotels

Attendees will need to organise their own accommodation. We have suggested hotels below to suit a range of budgets in the Kings Cross/Euston Area with a short walk to a Tube station.

Hilton London Euston 4* - 5 mins walk to Euston Underground

Crowne Plaza London Kings Cross 4* - 16 mins walk to Kings Cross Underground

DoubleTree by Hilton London Angel Kings Cross 4* - 14 mins walk to Kings Cross Underground

Premier Inn Kings Cross 3* - 2 mins walk to Kings Cross Underground

hub by Premier Inn London King's Cross hotel 3* - 6 mins walk to Kings Cross Underground

Alternatively, you may wish to find your own accommodation amongst the plethora of hotels in the venue locale or Kings Cross area. Visit London has suggestions, or you could contact the hotels directly.

Lost Property

Please hand all lost property to the staff on the conference registration desk.

Photography

A professional photographer will be present on Thursday 14 September, and EMIS NUG may use these images in educational, promotional, and corporate publications on its website. If you do not wish to be photographed, please inform the events team or let the photographer know directly. We respectfully ask that delegates do not take personal videos of the presentations.

Prayer Room & Quiet Space

If you require a place to pray or quiet space, please enquire at the conference registration desk.

Raffle

We are delighted to announce our support for the XLP this year. You can visit them at stand 6 in the exhibition, where you will be able to donate or buy a raffle ticket. They will also be at the Gala Dinner on Thursday where the raffle will be called, so we hope you will be able to give generously for this worthy cause.

Welcome Reception

The Welcome Reception is a ticketed event and will take place on Wednesday 13 September at the London Canal Museum in Kings Cross. Enjoy music by a folk duo, a light buffet and drinks whilst you network.

WI-FI

Complimentary Wi-Fi is available.

You can read all this information plus a comprehensive list of frequently asked questions on the Conference website. Scan the code below to take you straight to the website.

Benefits of EMIS National User Group Membership

Are you making the most of your EMIS National User Group (NUG) Membership? Perhaps you are not a member yet?

As a member of EMIS NUG, you have access to a wealth of resources, educational materials and an extensive community of fellow EMIS users.

Here's a small taste of what membership can offer:

EduNUG Resources – A huge suite of training and education materials, ranging from full modular courses to standalone video articles, hints, and tips. You can study at your own pace and whenever you choose whether you are an advanced user or beginner.

Peer to peer support – A network of fellow EMIS users, with whom you can learn, exchange ideas and share practice and advice. If you have a problem with the system, you can be sure someone in the community can help.

National level feedback – Regular opportunities to communicate your views and suggest improvements, to the EMIS leadership team and to lobby national policy makers.

National conference – Discounted admission to the annual EMIS NUG national conference, which comprises a range of workshops, presentations, exhibitors, and networking events.

EMIS user magazine – A free copy of the quarterly EMIS NUG magazine, full of news, ideas, hints and tips.

As well as helping you get the best out of your membership, we'd also like to improve your experience. We'd love to hear what you have to say so please take some time to come and visit us on the EMIS NUG stand whilst attending conference.

It would also be great to meet any of you who are not currently members so please come and say hello!

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Introducing Slido!

We will be using software called Slido for audience interaction. It allows audience members to ask questions and answer polls.

Using your mobile device, log onto the venue wifi

▸ Go to Slido.com

▸ Enter the event code 3713939 and click join

▸ Type your question where indicated, enter your name (optional) and hit Send.

All questions will appear on your device and you can 'like' questions, which means those most 'likes' go up the list. At the end of the session, the Session Chair will field questions and read selected questions out for the speaker to answer. The Chair may select questions with the most 'likes'.

To take part in a poll, the presenter will pose a question with multiple choice answers and it will appear on your choice.

Good luck and please have fun using this fully interactive app to make the conference more about you.

Primary Care IT

WIN a pair of 2nd gen
Apple AirPods

Dr Dustyn Saint   Dr Will Bamber   Dr Jez McCole

**THURSDAY
12.05pm - 12.50pm**

How to increase your PCN income by £145,000

Stream 4: East Residency 2

Come and listen to the team from PCIT explain how the use of our toolset and support packages led to an additional £145,000 of income for our subscribers.

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Agenda at a Glance - Thursday 14 September

Time	STREAM 1 EQ3	STREAM 2 Residency 3	STREAM 3 Hakusha & Draft	STREAM 4 Residency 2
08:00 to 09:15	Registration			
09:15 to 10:00	Welcome & Keynote			
10:05 to 10:50	**Achieving your SMI Physical Health Check Target** Karishma Bhuruth Michael Naughton	**EMIS Update** Suzy Foster and Shaun O Hanlon Gianpiero Celino	**Digital access hubs: what are the challenges and could they be the digital home for primary care?** Sura Al-Qassab Pooja Sikka NAPC	**Telephony as part of the digital front door** Paul Bensley, MD X-on Health providers of Surgery Connect
10:50 to 11:15	BREAK			
11:15 to 12:00	**EduNUG session "Concepts essentials"** Dr Dustyn Saint, Will Bamber & Dr Jez McCole	**EMIS Web modernisation and improvement** Rich Smith & Chris Shepherd	**Transgender Healthcare within the NHS** Luke Wookey from Indigo	**Engage Health & Little Green Button Session** Alex Jay - Little Green Button Donna Brabin - Engage Health
12:05 to 12:50	**General Practice – on the edge** David Wrigley, Deputy Chair of the BMA	**EMIS-X: Innovation through Evolution in Primary Care** Adam Peardon	**Referrals the automated future** Alan Selwyn	**How to increase your PCN income by £145,000** Dustyn Saint & Will Bamber - Primary Care IT
12:50 to 14:00	LUNCH			
14:00 to 14:45	**Digital tools for primary care that are not EMIS** Dr Hussain Gandhi, eGPlearning	**Modern access: the PCN Hub approach** Andy Gove & Bala with Ben Hampshire	**EMIS Web – things you didn't know you didn't know: top tips to improve productivity** Karl Graham	
14:50 to 15:35	**EduNUG session "Templates essentials"** Dr Dustyn Saint, Will Bamber & Dr Jez McCole	**Maximising your PCN Hub** Tommy Weedon	**How to do staff wellbeing and meet your QOF target** Jennie Dock	**Optimising EMIS Web to help GP practices and PCNs work more effectively.** Dr Miles Carter - Ardens
15:35 to 16:00	BREAK			
16:05 to 16:45	**Improving Data Quality, Demand and Capacity Management** Keith Prescott Shazia Shahzad Tom Margham Fae Wilkins	**ASK EMIS - Panel Session** James Waterfall, Heather Anderson, Gianpiero Celino, Shaun O'Hanlon - Lisa Babb to chair	**Ask EduNUG** Dr Dustyn Saint, Will Bamber & Dr Jez McCole	
16:50 to 17:20	AGM			
19:00	**EMIS NUG GALA DINNER EQ3** Can you spot a fake SNOWMED code from the real thing? Test your knowledge with our fun quiz.			

Friday 15 September

Time	STREAM 1 EQ3	STREAM 2 Residency 3	STREAM 3 Hakusha & Draft	STREAM 4 Residency 2
08:00 to 09:15	Registration			
09:15 to 09:25	Welcome & Keynote			
09:30 to 10:15	**Supporting vulnerable people – A smart template etc** Keith Prescott Safia Akthar Fae Wilkins	**Digital pathways: supporting the primary care access recovery plan** Gus Kennedy (Hero Health) ,Murray Ellendar (Econsult) & Gianpiero Celino	**Does your Digital Front Door revolve?** Helen Holmes-Fogg & Lisa Drake, Red Moor Health	**Using Ardens Manager dashboards to monitor and analyse contract performance at GP Practice, PCN, Federation and ICB level** Dr Robert Greville-HeygateArdens CEO
10:20 to 11:05	**Keying into Efficiency: Making EMIS Macro Magic!** Dr Aseem Mishra	**Embedding clinical research in primary care (recruit)** Mihad Mohammed, Steffi Fisher from Glebelands	**Can your social media presence support capacity and access** Kay Keane	**Embracing change - How to maximise the benefits of advanced NHS cloud telephony** Dave Mills - Think Healthcare
11:05 to 11:30	BREAK			
11:30 to 12:15	**Digital Facilitators – the Stockport experience** Joe Pickard	**Using data insights to drive early interventions** Dr Ian Wood	**Primary Care Networks | Herding Tigers** Tara Humphreys	**How to deliver triage, social prescribing and signposting over the phone to beat the 8 am rush** Antoine LeverCommercial director Babble Ltd, Dr Dan Bunstone Clinical Consultant Etc Health at BT Group
12:20 to 13:05	**EduNUG session "Advanced concepts"** Dr Dustyn Saint, Will Bamber & Dr Jez McCole	**Housekeeping - how to optimise EMIS Web** Debbie Deeming	**Systems in Sync: The Interplay of EMIS Tools and Clinical Standards** Dr Aseem Mishra	
13:05 to 14:00	LUNCH			
14:00 to 14:45	**Optimising care for patients with CKD** Mike O'Hanlon Jayne Callaghan Chris Carvalho	**Using data to understand practice pressures** Ben Hampshire	**Useful hints and tips on getting started with EMIS** Dr Dustyn Saint, Will Bamber & Dr Jez McCole	
14:50 to 15:35	**Ask EduNUG** Dr Dustyn Saint, Will Bamber & Dr Jez McCole	**Supporting workforce wellbeing through process optimisation and professional development** Lisa Babb	**Referrals the automated future** Alan Selwyn	
15:35	DEPART			

Day 1 - Stream 1

Session Title: Achieving your SMI Physical Health Check Target

Speaker: Karishma Bhuruth and Michael Naughton

Time: 10:05 - 10:50

People with severe mental illness (SMI) face health inequalities and are less likely to have their physical health needs met. People with SMI are three times more likely to smoke, have double the risk of obesity and diabetes and a higher risk of cardiovascular issues. As part of the NHS England's Five Year Forward View, Integrated care boards have been targeted to achieve 60% of the population with SMI on the GP register to be offered NICE-recommended screening and access to physical care interventions.

Patients with SMI should have an annual physical health check comprising of 6 core elements to be completed: Blood glucose and blood cholesterol levels checked, BMI and blood pressure recorded, smoking status and alcohol consumptions recorded. At CEG, we thrive to assist GP practices and Mental Health Improvement Leads to achieve the 60% target by producing dashboards clinical templates and supported by facilitation visits.

Session Title: EduNUG session "Concepts essentials"

Speaker: Dr Dustyn Saint, Dr Jez McCole and Will Bamber

Time: 11:15 - 12:00

Do you know what a concept is? Where they can be used? The different types of concept? If not, this session is a good place to start and help build your skills.

Session Title: General practice – on the edge

Speaker: David Wrigley

Time: 12:05 - 12:50

General practice has never been so pressured as it is today. With falling number of GPs, increased workload, a media onslaught against us and governments unwilling to meaningfully invest in general practice what is ahead of us and what can we do to survive?

Session Title: Digital tools for primary care that are not EMIS

Speaker: Dr Hussain Gandhi

Time: 14:00 -14:45

In this session, Dr Gandalf will cover and review various tools you can use in your practice to help manage capacity, demand, data, well-being, and maybe, even help you go home sooner (from work, not the conference).

Session Title: EduNUG session "Templates essentials"

Speaker: Dr Dustyn Saint, Dr Jez McCole and Will Bamber

Time: 14:50 - 15:35

Do you know how to build a template? If you've never heard of pages, sections, elements, library items and visibility rules then this talk is for you. We'll guide you through getting started with building your first template and how best to do this.

Session Title: Improving Data Quality, Demand and Capacity Management

Speaker: Keith Prescott, Shazia Shahzad, Tom Margham and Fae Wilkins

Time: 16:00 - 16:45

Within General Practice huge steps have been made in improving coding data quality and prevalence reporting of long-term conditions over the last 20 years. However, in the areas of access activity and workload, general practice has lagged behind other parts of the NHS. The pressures in accident and emergency (A&E) services are immediately visible to commissioners and policymakers through almost real-time data, but primary care activity data is often only available for retrospective study and, even then, there are significant known issues with the data quality of the basic building blocks of primary care activity data.

The Clinical Effectiveness Group in partnership with North East London ICB Quality Improvement team have produced a package of support for practices including a Good Practice Guide to address some of these difficulties. Use of Edenbridge Apex dashboard is being enabled and additional data is being provided by the local BI team on roles and encounters activity. A new incentive scheme has also been introduced across the region and practices are receiving on-site support to implement all of this.

We believe this will enable practices to better understand their own activity and workload across the month and during the year. Help to Identify pressure points that need mitigating for the benefit of staff and patients and to plan deployment of extra and existing staff. We will demonstrate how this support and guidance is benefiting practices and networks in managing capacity

Session Title: EMIS update

Speaker: Suzy Foster and Shaun O'Hanlon

Time: 10:05 - 10:50

Suzy Foster, CEO at EMIS Health will provide a warm welcome and introductory session which will present you with an overview of our latest technology and how you can use it to give even better care to your patients.

Session Title: EMIS Web modernisation and improvement

Speaker: Rich Smith and Chris Shepherd

Time: 11:15 - 12:00

Our Product Management Director will provide a comprehensive presentation on where we are right now with EMIS Web, discussing recently launched developments and improvements and introducing some significant upgrades and enhancements which are planned for the future.

Session Title: EMIS - X: Innovation through evolution in primary care

Speaker: Adam Peardon

Time: 12:05 - 12:50

EMIS-X is our new clinical platform and is at the heart of our transformation strategy, it uses the latest cloud technology to empower healthcare professionals.

Through seamless interoperability, digital access and intelligent analytics, EMIS-X is driving the integrated care transformation required by the NHS. Our Product Director will cover all of these exciting developments in this session.

Session Title: Modern access: the PCN Hub approach

Speaker: Andy Gove, Bala and Ben Hampshire

Time: 14:00 - 14:45

With Primary Care experiencing a shift to provide signposting at point of care whilst adopting the NHS Delivering Access Recovery Plan's model of Modern General Practice Access, this case study-based session will explore how adopting a PCN Hub approach can produce significant results.

Session Title: Maximising your PCN Hub

Speaker: Tommy Weedon

Time: 14:50 - 15:35

In this session we will demonstrate how to optimise your PCN system in a way that will allow you to work collaboratively within your local networks and hubs. All EMIS users are welcome, whether you are new to PCN working or have been running your PCN for a while. In this session you will learn about vital processes and requirements and whether they are right for your PCN going forward.

Session Title: ASK EMIS - Panel Session

Speaker: James Waterfall, Heather Anderson, Gianpiero Celino, Shaun O'Hanlon - Lisa Babb to chair

Time: 16:00 - 16:45

This panel session will invite key members of the EMIS team to the stage to answer questions and discuss some of our excellent products and the ways they are being utilised currently.

Session Title: Digital access hubs: what are the challenges and could they be the digital home for primary care?

Speaker: Sura Al-Qassab and Pooja Sikka

Time: 10:05 - 10:50

Digital access hubs in the various configurations are springing up across England, providing capacity and resilience in primary care. But what are they? Why should you consider setting one up? What does maturity look like and what promise do they hold for the future?

Session Title: Transgender Healthcare within the NHS

Speaker: Luke Wookey

Time: 11:15 - 12:00

The session will provide an overview of how transgender healthcare is delivered within the NHS in England. The focus will be on some of the issues faced within primary care especially around GP records, name and gender marker change, screening, coding and trans status monitoring.

Session Title: Referrals the automated future

Speaker: Alan Selwyn

Time: 12:05 - 12:50

A revolution in referrals?

Session Title: EMIS Web – things you didn't know you didn't know: top tips to improve productivity

Speaker: Karl Graham

Time: 14:00 -14:45

I will present a range of tips and tricks that will help users, both clinical and admin, to become more productive with EMIS. Find out about EMIS features you didn't know exist and keyboard shortcuts you have never been told about. I will help you take those next steps towards being an expert EMIS user

Session Title: How to do staff wellbeing and meet your QOF target

Speaker: Jennie Dock

Time: 14:50 -15:35

The Quality Improvement Domain QI013 &14 of QOF are all about staff wellbeing. There are 27 points for demonstrating a quality improvement activity, and 10 points for sharing in your PCN. This session will help you achieve those points, but more importantly, give you some inspiration for having a happy team and promoting good staff retention. This session is aimed at Practice Managers, but is also suitable for Partners or any team member who want to improve wellbeing in their own practice.

Session Title: Ask EduNUG

Speaker: Dr Dustyn Saint, Dr Jez McCole and Will Bamber

Time: 16:00 - 16:45

Join the Ask EduNUG team where you can ask them any question at all about building resources within EMIS Web. Are you struggling with how to build a particular protocol/alert/concept – this is the place to get your questions answered!

Session Title: Telephony as part of the digital front door

Speaker: Paul Bensley

Time: 10:05 - 10:50

Session Title: Engage Health & Little Green Button Session

Speaker: Alex Jay and Donna Brabin

Time: 11:15 - 12:00

Panic alarms - patient and staff safety in clinical settings - Alex Jay, CEO of Little Green Button, addresses the importance of panic alarms in clinical settings, focusing on staff and patient safety. Safety systems carry a pivotal role in providing top-tier staff and patient care and with the current changes around the EMIS panic button, now is the prime opportunity to reassess and strengthen safety measures in healthcare.

Alex looks at significant data and statistics occurring across the sector right now and how it's shaping effective response strategies. Alex discusses the recent announcement of EMIS discontinuing its panic alarm feature and how this is a perfect opportunity to reassess safety measures.

Looking ahead, Alex stresses the importance of comprehensive and adaptable solutions to meet changing safety requirements and accreditation standards. The future lies in finding safety tools that cater to the unique needs of the clinical environment, focusing on customisation, immediate response, and uninterrupted accessibility.

Leveraging AI for Transformative Healthcare: Opportunities and Ethical Considerations
Join us for an insightful journey into the realm of AI-driven healthcare transformation. In this session, we'll explore the potential of AI to revolutionise healthcare delivery while keeping a watchful eye on the ethical considerations that underpin its implementation. Discover how Engage Health Systems Ltd is leading the charge in providing digital tools to NHS Healthcare providers. From digital pathways to intelligent collaboration, and from patient-centric apps to Engage Touch check-in screens, we're at the forefront of enhancing patient care.

Session Title: How to increase your PCN income by £145,000

Speaker: Will Bamber and Dustyn Saint

Time: 12:05 - 12:50

Come and listen to the team from Primary Care IT explain how the use of their toolset and support packages led to an additional £145,000 of income for one of our PCN subscribers.

Session Title: Optimising EMIS Web to help GP practices and PCNs work more effectively

Speaker: Miles Carter

Time: 14:50 - 15:35

This session offers an overview of how to use the advanced functionality of Ardens to ensure that all members of the practice and PCN team are using EMIS Web as efficiently as possible to maximise achievement of national and local contractual requirements whilst following best-practice clinical guidance.

Session Overviews Day 2 - Friday 15 September

Day 2 - Stream 1

Session Title: Supporting vulnerable people – A Smart template suite for use with patients who are refugees, asylum seekers, homeless and at risk of homelessness

Speaker: Keith Prescott, Safia Akthar and Fae Wilkins

Time: 09:30 - 10:15

As a result of war, climate change, food shortages and disease outbreak the world is experiencing staggeringly high levels of migration. On top of this the cost-of-living crisis is driving more people into poverty domestically, creating a cohort of vulnerable people with specific health needs.

To ensure we can effectively meet these health needs the Clinical Effectiveness Group (CEG) collaborating with North-East London Integrated Care Board (ICB) have developed a suite of clinical templates, searches, protocols and dashboards. We have currently identified refugees, asylum seekers, homeless and at risk of homelessness as our vulnerable people cohort.
The templates are able to adapt to the specific health needs of the patient you are seeing to include as appropriate, mental health and well-being, vaccinations, safeguarding, language needs as well as other routine health care needs. The templates will also include signposting, documents and referral options. We will demonstrate how we use these tools locally and discuss the issues identified and resolved as part of our local services across the region.
We will demonstrate how these tools have helped east London practices achieve year on year improvement in meeting these important targets

Session Title: Keying into Efficiency: Making EMIS Macro Magic!

Speaker: Dr Aseem Mishra

Time: 10:20 - 11:05

In this presentation, we explore the potential of macro keyboards for use with EMIS. Macro keyboards, with their ability to execute multiple keystrokes with a single keystroke, have the potential to save significant time. I'll begin by outlining the basics of macro keyboard technology, then delve into the specific benefits it can bring when integrated with EMIS. I'll provide a step-by-step guide on how to create and set up your own macros, demonstrate various use cases and limitations. By the end of the session you should be able to create your own macro's to save time within your specific workflows.

Session Title: Digital Facilitators – the Stockport experience

Speaker: Joe Pickard

Time: 11:30 - 12:15

As part of the Primary Care Digital First program, this presentation highlights how Digital Facilitators are aiding Stockport practices improve their utilisation of EMIS. It explores their work in promoting digital triage, enhancing cloud-based telephony, auditing website accessibility, improving digital competency, and reducing/streamlining EMIS tasks.

Session Title: EduNUG session "Advanced concepts"

Speaker: Dr Dustyn Saint, Dr Jez McCole and Will Bamber

Time: 12:20 - 13:05

Are you familiar with building basic concepts but want to take your knowledge to the next level? Join the EduNUG team to learn the more complex features available when concept building.

Session Title: Optimising care for patients with CKD

Speaker: Mike O Hanlon, Jayne Callaghan and Chris Carvalho

Time: 14:00 - 14:45

Chronic Kidney Disease (CKD) is a common comorbidity in general practice and there are numerous interventions which can help delay the progression of CKD and need for renal replacement therapy. However, in the busy day to day of general practice it can be challenging to ensure that our CKD patients have had their required monitoring are on the optimal medical management to reduce their risks. There is also a significant proportion of people with undiagnosed CKD and the impacts of this can be dramatic, with one study showing that lacking a coded diagnosis of CKD in the GP record was associated with an 8x increase in the likelihood of requiring unplanned dialysis1.
We have developed the CEG APL-Renal Tool with input from the renal team at Bart's Health NHS Trust, which is designed to be used alongside EMIS to put the information you need to diagnose and make decisions about optimal management of CKD in one, quick and easy to use place. Using an EMIS search and line report, it exports up to date patient information from EMIS and into the tool. It allows for easy visualisation of patients who have had recent renal function bloods which within the CKD ranges, prioritised by those with the largest fall in their eGFR, to quickly and easily identify significant deteriorations. Individual patient details can then be expanded to include important parameters for renal disease management, such as previous eGFR values, blood pressure, urine albumin creatinine ratio, antihypertensives, SGLT2 inhibitors and more.
This talk is an opportunity to see how the tool as well as CEG LTC templates are being used in North East London to optimise care for our patients with CKD.

Session Title: Ask EduNUG

Speaker: Dr Dustyn Saint, Dr Jez McCole and Will Bamber

Time: 14:50 - 15:35

Session Title: Digital pathways: supporting the primary care access recovery plan

Speaker: Gus Kennedy, Murray Ellendar and Gianpiero Celino

Time: 09:30 - 10:15

Session Title: Embedding clinical research in primary care (recruit)

Speaker: Mihad Mohammed and Steffi Fisher

Time: 10:20 - 11:05

Managing the health of The Nation not only involves treating those who are sick, but using new technologies to proactively find and support those who could benefit from early intervention.

Our new Pathway solution, powered by EMIS-X technology, uses clinical intelligence to identify at-risk patients within primary care data who meet particular risk factors. It then makes it easy for GP practice teams to seamlessly share relevant patient information with the organisations best placed to deliver care.

Session Title: Embedding clinical research in primary care

Speaker: Dr Ian Wood

Time: 11:30 - 12:15

As Lord O'Shaughnessy outlines in his review of commercial clinical trials in the UK, 'primary care is a negligible provider of clinical trial activity, despite the opportunities it provides for delivering population-scale trials'. Currently, only around 10% of clinical research activity takes place in primary care and only 4% of practices are recruiting patients to commercial trials. There is wide recognition from both the UK Government and the NHS of the untapped potential of primary care to transform clinical trial delivery and drive research that is both representative of and beneficial to the whole of the UK population, this session takes a deep dive into what we can do.

Session Title: Housekeeping - how to optimise EMIS Web

Speaker: Debbie Deeming

Time: 12:20 - 13:05

This session is designed to help you get the very best out of EMIS Web, whether you're a novice or an expert, you'll learn to find ways of efficient working through better housekeeping and configuration, providing you with tips and tricks to help your orgnaisation run smoothly.

Session Title: Using data to understand practice pressures

Speaker: Ben Hampshire

Time: 14:00 - 14:45

This session is focused on understanding data, how it can be gathered and used and the impact it can have on your organisation: using real-life examples and scenarios with practical in-system hints and tips.

Session Title: Supporting workforce wellbeing through process optimisation and professional development

Speaker: Lisa Babb

Time: 14:50 - 15:35

Day 2 - Stream 3

Session Title: Does your Digital Front Door revolve

Speaker: Helen Holmes-Fogg and Lisa Drake

Time: 09:30 - 10:15

Demand and access is a heavy focus for general practice and PCNs through the GP Access and Recovery Plan. It is easy to get lost in it all, let us break it down into bitesize chunks. When we hear 'digital front door', what does that actually mean? In this session we will dig deeper to understand how the use of existing tools (telephony, websites and online solutions) will improve patient access. We will walk through how we can create our own demand and ways to avoid this. And other areas which will help you understand the timesaving benefits for you and your patients when self-serving.

Session Title: Can your social media presence support capacity and access?

Speaker: Kay Keane

Time: 10:20 - 11:05

Kay will discuss how a change in her practice role has led her to look at her new practices social media presence with fresh eyes, looking at sharing information and actives to empower communities, add capacity and support improved access to healthcare services

Session Title: Primary Care Networks | Herding Tigers

Speaker: Tara Humphreys

Time: 11:30 - 12:15

Have you ever heard of the phrase herding cats? In general practice, it's more like herding tigers who are brilliant, driven, sometimes ferocious, powerful beings who can't be corralled. They must be carefully and strategically led. In this presentation, Tara will share her experience supporting over 120 PCNs, and talk you through what PCNs are, the benefits, the problems and the future.

Session Title: Systems in Sync: The Interplay of EMIS Tools and Clinical Standards

Speaker: Dr Aseem Mishra

Time: 12:20 - 13:05

In this presentation, we'll explore the development and integration of tools within EMIS that align seamlessly with the latest clinical standards and pathways for cardiovascular disease (CVD) in Greater Manchester. By ensuring that the digital infrastructure is reflective of and works with the latest clinical standards, we can help facilitate the right thing to be the easiest thing at any point in time. Attendees will gain an understanding of the interplay between IT solutions and clinical standards, and how this integration impacts healthcare delivery. We'll also demonstrate the development process of EMIS tools that align with these new clinical pathways in GM, giving a practical look into our whole systems approach.

Session Title: Useful hints and tips on getting started with EMIS

Speaker: Dr Dustyn Saint, Will Bamber and Dr Jez McCole

Time: 14:00 - 14:45

Session Title: Referalls the automated future

Speaker: Alan Selwyn

Time: 14:50 - 15:35

"A revolution in referrals?"

Session Title: Using Ardens Manager dashboards to monitor and analyse contract performance at GP Practice, PCN, Federation and ICB level

Speaker: Dr Robert Greville

Time: 09:30 - 10:15

This session will explore the various Ardens Manager dashboards available for GP Practices, PCNs, Federations and ICBs to monitor their contract performance including:
- Automatic uploads of data onto all dashboards
- QOF dashboard
- IIF dashboard
- Capacity and Access dashboard including data on GP Patient Survey, Patient Online Management Information (POMI), GP Practice and PCN Workforce
- Local ICB contract dashboards
- New & upcoming Ardens Manager functionality

Session Title: Embracing change - How to maximise the benefits of advanced NHS cloud telephony

Speaker: Dave Mills

Time: 10:20 - 11:05

Numerous practices have adopted cloud telephony to cope with rising patient demand and the need to respond to the pandemic. Others are looking to migrate to the cloud due to the upcoming 2025 analogue line switch-off.

Many are still using the new technology in a similar way to the old. We look at the benefits of breaking out of that comfort zone and give practical advice on maximising the new functionality to provide better patient care & a smoother practice experience. due to the upcoming 2025 analogue line switch-off.

We look at the journey to the cloud, how to integrate this with your local triage models, and how to make the most of the advanced technology on offer through the lens of one of the founder members of the NHS England Advanced cloud telephony framework, Think Healthcare.

Session Title: How to deliver triage, social prescribing and signposting over the phone to beat the 8 am rush

Speaker: Antoine Lever and Dr Dan Bunstone

Time: 11:30 - 12:15

Today's primary care surgeries face a far greater demand for GP services than they can supply using conventional approaches. The arrival of an array of technical tools and online platforms designed to help address this imbalance can only truly succeed by tackling digital exclusion. Many patients, among them the anxious, the elderly, carers and urgent cases still reach for the phone in the first instance. It is imperative that these intelligent tools integrate seamlessly and effectively with the surgery telephone system to deliver efficient, timely and first-class care for all. In this short and engaging talk, Antoine will explain how babblevoice integrates with leading applications and online tools to deliver best-in-class triage, social prescribing and signposting over the telephone. Watch as he demonstrates how surgeries measure their success and improve patient access and satisfaction by putting practices, patients and staff at the heart of everything babblevoice does."
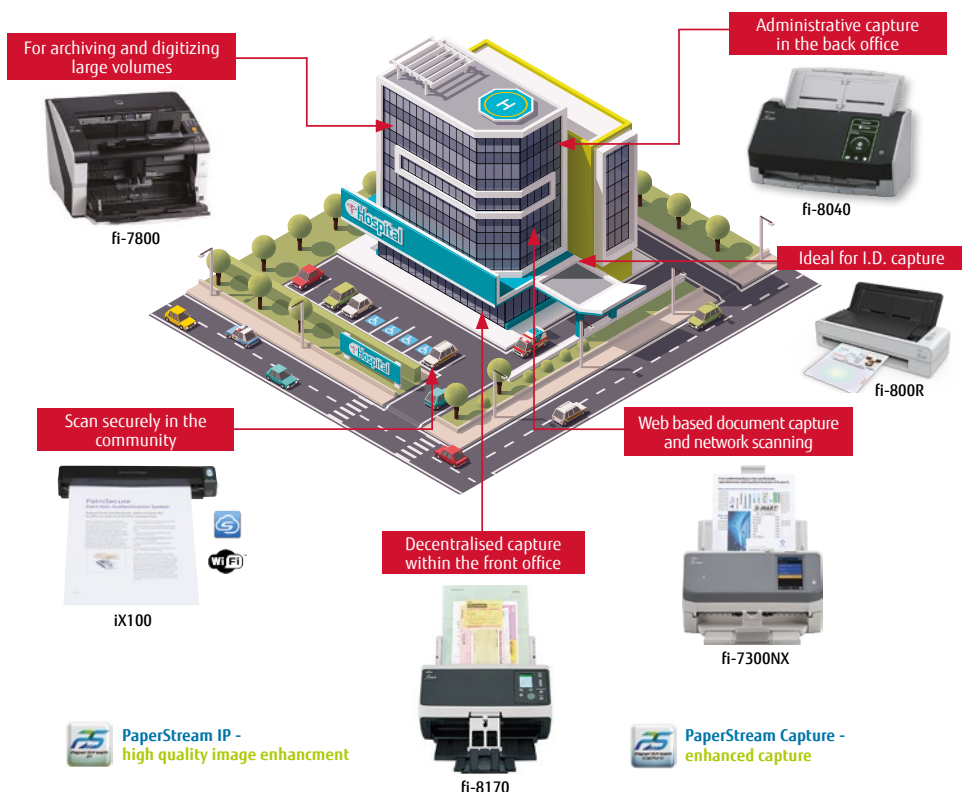
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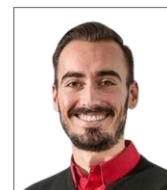
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Adam Peardon
EMIS Product Director for EMIS-X

Session Title: EMIS - X: Innovation through evolution in primary care

Adam is Product Director for EMIS-X. He has worked in health-tech for over 10 years, and has been working with the National User Group for most of that time, to ensure that EMIS's products and services meet the needs and expectations of our primary care customers.

Alan Selwyn
Treasurer EMIS NUG

Session Title: Referalls the automated future

I am a GP of uncertain age and little hair, senior partner at a practice of 16,000 mainly happy patients of huge diversity in North West London. We built a wonderful new surgery in 2016, full of all the best stuff. I am IT lead in Brent, one of 8 boroughs in the NW London ICS.

Alex Jay
Little Green Button

Session Title: Panic alarms - patient and staff safety in clinical settings

Alex Jay, CEO of Little Green Button boasts a rich background in market research and data-driven performance, carrying a robust commitment to continuous professional development. His leadership style marries hard work with a strong devotion to team learning, making him a pivotal figure in steering Little Green Button's journey. Beyond his professional endeavours, Alex embraces a vibrant lifestyle filled with family, friends, and the imaginative world of Dungeons and Dragons.

Ben Hampshire
EMIS Head of Business Delivery

Session Title: Modern access: the PCN Hub approach

Ben joined EMIS with the acquisition of Edenbridge APEX and leads the Edenbridge team delivering our analytics platform APEX into Primary Care Organisations throughout the country. Passionate about supporting transformation of NHS services, Ben's weeks is often packed with a wide-ranging network of GP Practice Managers, clinicians, Primary Care Network leads and Clinical Directors through to ICB and NHS England stakeholders, all of which he uses to ensure solutions are designed and delivered in a way to meet frontline needs across the layers of Primary Care.

Chris Shepherd
EMIS Head of Product (Primary Care)

Session Title: EMIS Web modernisation and improvement

Chris, is passionate about the healthcare market and in particular helping to support his team to deliver new solutions and improve existing products that address the key challenges faced across the sector and reduce the burden on healthcare professionals.

He has a breadth of Healthcare IT product and market knowledge derived from 20+ years of working at EMIS Health in various roles spanning from deployment, implementation, contract and relationship management and for the last 10 years in Product Management. Understand the importance of "being in touch" with customers and users, effective communication and the factors which lead to an effective Product Strategy.

Dr David Wrigley
Deputy Chair BMA

Session Title: General practice – on the edge

Dr David Wrigley has been a GP Partner in Carnforth, north Lancashire for over 20 years. He is an active member of the doctors' trade union – the British Medical Association. He is currently the deputy chair of the BMA GP Committee for England and is the executive lead for all digital issues. He was the BMA lead for the Connecting for Health EPS project for England and was

involved from the beginning until the project came to fruition. There are many issues on the boil at the moment and David will run through some of these in his presentation.

Donna Brabin
Senior NHS Partnerships Manager

Session Title: Leveraging AI for Transformative Healthcare: Opportunities and Ethical Considerations

Donna is the Senior NHS Partnerships manager at Engage Health Systems Ltd where she is focussed on helping NHS patients & healthcare organisations to feel better connected, engaged and supported. Donna's extensive experience in the digital health space supports her role in providing a digital pathway for patients that is not only sustainable but connects the dots between NHS Healthcare organisations and teams.

Dr Dustyn Saint
CEO Primary Care IT

Session Title: EduNUG session "Concepts essentials", "Templates essentials", How to increase your PCN income by £145,000 and Ask EduNUG

Dustyn Saint is founder of Primary Care IT and a GP Partner in Rural Norfolk as well as a GP trainer. He has previously held positions as a CCG clinical lead (medicines management and long-term care), ICB GP representative and Clinical Lead for the local federation. He founded Primary Care IT to support practices by sharing the

resources that were created to look after his own surgeries patients. He still works two days a week as a partner and trainer and so has a good feel for what the current challenges within Primary Care are.

Dr Hussain Gandhi
GP Partner, PCN CD and owner eGPlearning

Session Title: Digital tools for primary care that are not EMIS

Dr Hussain 'DrGandalf' Gandhi is a portfolio GP as a GP partner and trainer at Wellspring Surgery in St Anns Nottingham. He is also the clinical director of Nottingham City East PCN and owner of eGPlearning, eGPlearning Podblast, S1 FBUG, and Boardgame Medics.
For other roles including Nottingham LMC representative see here.
He is a keen advocate for general practice and the use of technology to save clinician and patient time shown with his own geeky flair.

Dr Jez McCole
Clinical Developer, Primary Care IT

Session Title: EduNUG session "Concepts essentials", "Templates essentials" and Ask EduNUG

Jez is a GP in inner city Sheffield and has been using EMIS since 2003. He supports the development of tools for Primary Care IT and uses his health informatics expertise at a practice level to produce resources for users. He also creates educational resources for the EduNUG programme. Jez is a keen cyclist and has a special clinical interest in diabetes.

Fae Wilkins
Senior Facilitator, CEG

Session Title: Improving Data Quality, Demand and Capacity Management

Fae has worked within Primary Care for 14 years, starting in a GP practice as a receptionist. She joined the Clinical Effectiveness Group (CEG) as a primary care support officer 9 years ago and is now a senior facilitator and the CEG operational lead for Tower Hamlets and Waltham Forest. Fae enjoys helping GP practices achieve their targets, which CEG do by providing data driven solutions, including suites of Emis searches, smart multi-morbidity templates and comprehensive on-line dashboards supporting both local and national targets.

Gianpiero Celino
EMIS Chief Product Officer

Session Title: ASK EMIS - Panel Session

Jennie Dock
Practice Manager
Hedge End Medical
Centre

Session Title: How to do staff wellbeing and meet your QOF target

Jennie has been a Practice Manager for over 20 years. Her current practice is Hedge End Medical Centre with 18K patients. Jennie (usually) loves her job, works with a brilliant team and likes to be busy. She lives in Portsmouth, and as well as working in the Practice, she speaks at conferences and writes for magazines on various topics around Practice Management, and also helps run the General Practice Managers UK Facebook group. One of her children has T1 diabetes, so she is on the committee for the local support group for families with children with T1. In her spare time, she loves sea swimming and acrylic painting!

Karishma Bhuruth
Clinical Facilitator,
CEG

Session Title: Achieving your SMI Physical Health Check Target

Karishma joined Clinical Effectiveness Group (CEG) in 2021 as Clinical Facilitator. Her main role was to work alongside Senior Leaders in Mental Health Improvement to support practices across North East London to achieve the Severe Mental Illness Physical Health Check target of 60% set by NHS England. At the end of the recent financial year, NEL finished brilliantly with 65%. In this presentation, Karishma will outline how CEG resources were of benefit to practices.

Karl Graham
GP Partner
Hedge End Medical
Centre

Session Title: EMIS Web – things you didn't know you didn't know: top tips to improve productivity

Karl has been a GP Partner in Southampton for more than 20 years. He is also a Clinical Director for Hampshire & IOW ICB. He has a lifelong interest in IT and is passionate about using IT to improve healthcare. He is an experienced and well-regarded conference speaker and has given talks at numerous national IT events. He has worked on programmes such as NHS Choose and Book (now eRS) and the IM&T DES and as the IT Clinical Director for West Hampshire CCG.

Keith Prescott
Clinical Effectiveness
Group Manager

Session Title: Improving Data Quality, Demand and Capacity Management

Keith manages the Clinical Effectiveness Group (CEG) at the Centre for Primary Care in the School of Medicine & Dentistry, Queen Mary University. The CEG supports General Practice in North East London with clinical system templates, searches, dashboards, software resources and facilitation, enabling teams to use data held within the practice to improve patient outcomes and care. Keith has managed this team for nearly 20 years and prior to this led on programmes to support the improvement of clinical data and promote clinical audit in both primary and secondary care.

Lisa Babb
EMIS Head of Training

Session Title: ASK EMIS - Panel Session

Lisa Babb is a career learning and development professional with over 20 years' experience in leading learning solutions across multiple industries. She has worked for EMIS for 12 years and through her leadership of our Group Transformation and Training division EMIS has been recognised for the last 3 consecutive years as providing a Gold Standard of training by the Learning and Performance Institute. In 2021, she led the design and hugely successful launch of EMIS Academy, a new learning management system brining the power of learning to the fingertips of EMIS customers and the wider NHS.

Luke Wookey
Clinical Lead, Indigo
Gender Service

Session Title: Transgender Healthcare within the NHS

Dr Luke Wookey (he/him) is the clinical lead for Indigo Gender Service, the Greater Manchester transgender health service pilot. Indigo is the first primary care based trans health service commissioned by NHSE which is built on co-production and collaboration with trans and non-binary people and communities.

He trained as a GP and was a partner and trainer for 10 years whilst also working as a GP with specialist interest in dermatology at Salford Royal Foundation Trust. He currently

maintains his skills in primary care as a locum GP whilst delivering and developing the Indigo pilot.

As a clinical champion for the LGBT Foundation he is passionate and committed to reducing the barriers and inequalities that LGBT+ people face when accessing healthcare. He has presented internationally and nationally on topics related to transgender health.

Michael Naughton
Clinical lead and
Academic GP
Queen Mary's Clinical
Effectiveness Group
(CEG)

Session Title: Achieving your SMI Physical Health Check Target

is Clinical lead and Academic GP working at Queen Mary's Clinical Effectiveness Group (CEG). A multi-disciplinary research unit, based in the Centre for Primary Care, that uses primary care data from electronic health records to improve clinical practice.

He works as a GP in Tower Hamlets, using real-world primary care experience to enable the team to implement clinical improvement programmes with a thorough understanding of how they will be applied. His main research interests include medicines safety and optimisation, and healthcare sustainability. He is also an RCGP climate health creation leader in North-East London and a Lead in the Medicines Optimisation Group on the North-East London Integrated Care Board.

Miles Carter
Ardens

Session Title: Optimising EMIS Web to help GP practices and PCNs work more effectively

Miles is a GP in Oxfordshire and co-founded Ardens EMIS 10 years ago when he realised that most GP practices don't have the time to spend learning how to customise EMIS Web to take advantage of its advanced functionality. Since then the team at Ardens has grown to 120 people and is focussed on building high quality resources and responding to the challenges faced by primary care. Ardens is now working with over 85% of GP practices in England and has become an essential part of daily practice.

Paul Bensley
Managing Director

Session Title: Telephony as part of the digital front door

Pooja Sikka
NAPC

Session Title: Digital access hubs: what are the challenges and could they be the digital home for primary care?

Pooja is an NHS GP, global health tech expert with experience in start-up health tech investing globally and venture building. She is a clinical faculty member and digital lead at the National Association of Primary Care, and supports the NWL digital first accelerator, sponsored by NHS England. Her expertise in primary care spans from population health having support national policy, to supporting the adoption of digital applications in primary care, and to setting up a primary care model internationally. She invests in digital health applications, medical devices and platforms which are at the intersection of digital health and biotech.

Rich Smith
EMIS Group Product Management Director

Session Title: EMIS Web modernisation and improvement

Rich leads the EMIS Health product management function within the Primary Care market. He has over 20 years' experience working in the healthcare technology sector with a key focus on understanding customer needs and utilising the resulting insight to improve outcomes.

Richard Jarvis
EMIS Chief Technology Officer

Session Title: ASK EMIS - Panel Session

Richard is the Chief Technology Officer at EMIS, where he runs the engineering teams. He brings a background in data coupled with application development methodologies to deliver market leading solutions to our customers. As a recognised innovator, Richard focuses on driving technology strategy through clear leadership coupled with deep technical expertise.

In his previous role at EMIS, he launched the EMIS-X Analytics platform, a big data analytics environment based in the cloud that allows secure analysis of healthcare data.

Richard's experience spans healthcare, telecoms, policing and cybersecurity domains, and previous leadership roles including working for Hewlett Packard Enterprise, BAE Systems, and Vodafone.

Shaun O'Hanlon
EMIS Chief Medical Officer

Session Title: EMIS update and ASK EMIS - Panel Session

is a GP clinical lead and clinical safety officer for the Clinical Effectiveness Group (CEG) and QMUL. He is a GP working clinically in East London and was recently a GP Clinical lead for the East London Vaccination Centre during the main phases of the COVID vaccination rollout. Using his knowledge of general practice at a local level, he provides clinical input to the

facilitation team who provide support to practices across NEL as well as developing searches and clinical tools to improve quality of care, such as the CEG APL tools. He has a particular interest in technology and how this can be used to streamline workload and support practice teams achieving better outcomes.

Shazia Shahzad
Primary Care Facilitator

Session Title: Improving Data Quality, Demand and Capacity Management

Shazia is a Primary Care Facilitator who joined the CEG after 14 years of working in GP Practices, during which time she witnessed and experienced first-hand the multiple pressures faced by General Practice staff and the many procedural and administrative inefficiencies that impact upon their ability to provide safe and effective patient care. With a background in Contract Management and Quality Improvement, she hopes to support practices to deliver a high level of care for their patients in a safe, manageable, and effective way.

Sura Al-Qassab
NAPC

Session Title: Digital access hubs: what are the challenges and could they be the digital home for primary care?

Clinical healthcare leader with 20 years in health consulting, policy and delivery experience.

A registered pharmacist by background,

most recently she was the Deputy Director at NHS England delivering a range of complex, national medicines policy priorities.

10 years within the NHS working in two large London teaching hospitals and as a Prescribing Advisor for a central London CCG working with GPs, nurses and other prescribers to advise on all aspects of medicines optimisation.

Led strategic and operational workstreams and projects during her 7 years working in EY's Healthcare Advisory team, where her clients included national bodies, NHS providers, commissioning organisations and private healthcare and life sciences companies.

Combines hands-on experiences in healthcare systems and consulting, working with a range of stakeholders to design and deliver complex strategy for healthcare needs.

Suzy Foster
EMIS CEO EMIS Health and EMIS Enterprise

Session Title: EMIS update and ASK EMIS - Panel Session

Suzy Foster leads the EMIS Health and EMIS Enterprise business segments. She is responsible for our NHS customers, and for EMIS's end-to-end integrated care solution. Prior to joining EMIS Group, Suzy held senior roles at Microsoft UK, including leading their healthcare business for four years. She has a strong solutions and IT background and is a qualified accountant. Suzy's career has been divided equally between large public and private sector organisations, where she has held a range of senior roles and managed large scale, technology enabled change programmes.

Suzy is passionate about three things – people, customers and the potential for

technology to radically change the way we work and live, to the benefit of us all. Nowhere is this more relevant than in health and social care and she is determined that EMIS will lead the way.

Tom Margham
GP

Session Title: Improving Data Quality, Demand and Capacity Management

Tom is a GP based in East London. For the last seven years he has worked as a co-director on a data-driven quality primary care improvement programme called EQUIP. At EQUIP our vision is to empower all teams involved in primary care to make improvement on an ongoing basis which have a tangible impact on the joy of staff and the experience of users.

Through this work he has developed an interest in making sense of, and viewing, primary care data through an improvement lens, with a particular interest in patient flow, access, improving workflow and reducing variation. Tom is one of the lead authors of the London General Practice Access Guide and Manual and the National GP Access eLearning programme. He is also a clinical lead for NHS England on a 'locally led, nationally enabled' programme to improve the standardisation of primary care data.

Tommy Weedon
EMIS Transformation Specialist

Session Title: Maximising your PCN Hub

Tommy has worked at EMIS Health for just under three years starting his EMIS Career as a Clinical Software Trainer obtaining a wealth of knowledge within the EMIS Web. Shortly into his second year Tommy changed roles within the team to a Transformation Specialist working with customers to transform their current systems or implement new with involvement for the start of their projects.

This role has enabled Tommy to explore various markets and the requirements of each sector, alongside this being a Transformation Specialist has also given him the environment to be creative forming roles within several projects across the business such as the EMIS Live Series, Role Out of EPS to Clinical Services & development of innovative business tool.

Will Bamber
Clinical Developer, Primary Care IT

Session Title: EduNUG session "Concepts essentials", "Templates essentials", How to increase your PCN income by £145,000 and Ask EduNUG

Will had worked in a number of GP surgeries before Dustyn (Founder of Primary Care IT) joined the same practice in 2013, and they began creating tools in EMIS Web for use in their own practice. He later spent 4 years as a Practice Manager in North Norfolk but returned to work with Dustyn at Primary Care IT in 2020. He enjoys interpreting business rules specifications and building complex searches & reports. Will also contributes educational resources for the EduNUG programme.

Speaker Profiles - Day 2

Alex Eavis
EMIS Chief Product Officer – Digital & Analytics

Session Title: Digital pathways: supporting the primary care access recovery plan

Alex Eavis currently heads up the product teams in the patient facing, insights and analytics business units. She is responsible for the creation and delivery of new data-informed technologies that help clinical users be more productive, improve outcomes for patients and create efficiencies for the health and care system. She also manages the Product Experience and Design team that represent the voice of the customer and ensure our new products meet the needs of our users and the ever changing healthcare environment. Alex joined EMIS Group in 2018 when her company, Dovetail Lab, was acquired and she previously founded a successful care technology business and worked in corporate finance.

Alex is an avid advocate of tech for good. The potential for human-centred design, partnership working and modern technology to deliver better, evidence-based care to more people for less gets her out of bed in the morning and keeps her up at night.

Antoine Lever
Commercial director, Babble Ltd

Session Title: How to deliver triage, social prescribing and signposting over the phone to beat the 8 am rush

Antoine Lever is the commercial director at babble ltd, the company behind the multi-award winning phone system for primary care, babblevoice. Antoine has over 25 years of experience solving complex business, personal and societal problems using technology and people-led design principles. He has had notable success in leading and growing technology companies in the UK and internationally. Married to a highly experienced GP, Antoine has a deep, personal understanding of the issues, concerns and challenges in primary care. It is this insight that motivates him in his resolve to utilise his experience in design and technology to provide intelligent, cost-effective solutions to practices, patients and staff. Every element of babblevoice has been designed to solve real issues experienced by surgeries and help HCPs to deliver care. Babblevoice is recognised as one of the brand leaders in the industry, supporting surgeries across the UK.

Chris Carvalho
GP & Research Fellow at the Clinical Effectiveness Group

Session Title: Optimising care for patients with CKD

Chris is a GP working in Hackney and a research fellow with the Clinical Effectiveness Group in the Centre for Primary Care. His interests are primarily in prevention, particularly cardiovascular and renal disease and he has led the development of services and health care improvements as CVD/CKD clinical lead in North East London. In 2019, he completed a Masters in Public Health at the London School of Hygiene and Tropical Medicine.

He has undertaken research across cardiovascular disease, including hypertension, cholesterol, cost effectiveness analyses, as well as ethnic differences in disease prevalence. Currently, he is looking at Familial Hypercholesterolemia and risk prediction algorithms, supported by an NIHR Career Progression Fellowship.

Dave Mills
Think Healthcare

Session Title: Connecting patients & practices – NHS advanced cloud telephony adoption & optimisation

A committed NHS IT geek, Dave Mills is the head of Think Healthcare, one of the largest NHS specialist cloud telephony platforms.

Dave has a broad background in the NHS IT sector, starting with half a decade in GP practice management which fuelled a passion to improve IT infrastructure within

the NHS for patients benefit.

He has since been involved with various national provider platforms including patient workflow platforms and primary care clinical systems.

His current passion is focussing on improving patient access to GP services via the medium of cloud telephony.

Debbie Deeming
EMIS Clinical Software Trainer

Session Title: Housekeeping - how to optimise EMIS Web

Since 2001 Debbie has worked as a clinical software trainer, over the years her role has evolved and changed within the EMIS Health group giving her experience in a variety of software packages in the community, mental health and primary care sectors. Along with being a trainer Debbie is also a mentor within the training team and frequently carries out live online training sessions. Debbie thoroughly enjoys her job and find helping our customers very rewarding.

Dr Aseem Mishra
GM CVD Prevention Lead NHS GM ICS

Session Title: Keying into Efficiency: Making EMIS Macro Magic! and Systems in Sync: The Interplay of EMIS Tools and Clinical Standards

NIHR Academic Clinical Fellow in Primary Care (GPST4) and CVD Prevention Lead, NHS GM ICS. Initially propelled by curiosity, Aseem has always been fascinated with

technology and how we develop and use it to help us with the problems we face each day. His time as a doctor has made him passionate about care, the values of the NHS and the overall well-being of people. A natural systems thinker and serious about QI, Aseem is a strong proponent of whole-system working to facilitate and implement positive real-world change, aiming to improve the system for all. Philosopher, scientist, human and maker on a mission to make EMIS useful.

Dr Ian Wood
EMIS Clinical Director EMIS

Session Title: Embedding clinical research in primary care

Ian splits his time as an NHS GP in Buckinghamshire and as a Clinical Director at EMIS, driven by a desire to get the right patients accessing the right care as efficiently and effectively as possible. His passion for using technology to transform traditional care pathways has led Ian to drive the implementation and adoption of innovative solutions, both within and outside of EMIS, that not only benefit patients but also empower clinicians and improve the overall efficiency of the NHS. As a clinician with a background in both General Practice and mental health, Ian has a unique perspective on how technology can be used to enhance and enable person-centered care. He has led the implementation of groundbreaking treatments across the NHS, and his work with EMIS allows him to continue to push the boundaries of what is possible in the field of healthcare technology. Ian is committed to staying rooted in the reality of coal face General Practice, to ensure that the products developed by EMIS always enhance and

enable clinicians to deliver person-centered care. Ian believes that through the use of technology, we can revolutionize the way care is delivered and improve the lives of millions of patients.

Helen Holmes-Fogg
Red Moor Health

Session Title: Does your Digital Front Door revolve

Helen has a varied 23 year executive career in and around the NHS. Qualifying from UCLAN in Health Policy and Management, she worked as a senior operational manager designing and delivering urgent care, clinical triage and call handling services. She has been responsible for the implementation of electronic patient management systems and the first NHS111 face to face site at a vanguard Urgent Care Centre front-ending ED. She was part of the procurement team for the North West's first NHS111 service alongside North West Ambulance Trust.

As Director of Business Development, Helen led the successful procurement of a Yorkshire Urgent Care System, leading to transformational service delivery. Prior to joining the Redmoor Health team, Helen was the CEO of a GP Federation leading the early formation of collaborative general practice in readiness for the introduction of Primary Care Networks. As part of the local health and care system, Helen chaired an integrated care provider group combining primary, community, allied services, and the voluntary sector, leading the local covid response programme. Helen is naturally driven to connect people and services at a local or system level. She sees digital integration as the enabler of future health and care delivery.

Jayne Callaghan
Senior Primary Care Facilitator, CEG

Session Title: Optimising care for patients with CKD

Jayne Callaghan has worked in primary care for over 25 years beginning as a finance manager for a local GP surgery before becoming a practice manager and has been a senior primary care facilitator within the Clinical Effectiveness Group for the last 10 years Jayne is the CEG operational lead for Newham. Jayne oversees the Emis support searches for local practices including Covid and flu vaccination recall, Impact Investment Fund and all Newham local services. Jayne works closely with the North East London ICB and public health teams.

Joe Pickard
Digital Transformation Facilitator

Session Title: Digital Facilitators – The Stockport Experience

Jayne Callaghan has worked in primary care for over 25 years beginning as a finance manager for a local GP surgery before becoming a practice manager and has been a senior primary care facilitator within the Clinical Effectiveness Group for the last 10 years Jayne is the CEG operational lead for Newham. Jayne oversees the Emis support searches for local practices including Covid and flu vaccination recall, Impact Investment Fund and all Newham local services. Jayne works closely with the North East London ICB and public health teams.

Kay Keane
Practice Manager and Director at the IGPM Urban Village Medical Practice & The Institute of General Practice Management

Session Title: Can your social media presence support capacity and access?

Kay has worked in the NHS all her career and is the Practice Manager at Urban Village Medical Practice in Manchester. She is passionate about collaborative practice and working with communities and volunteers to focus on wellbeing to support first class medical care. As well as her Practice Management responsibilities Kay is a Director of The Institute of General Practice Management, the registered body for all Manager in Primary Care.

Laura Tomlin
Ardens Manager

Session Title: Using Ardens Manager dashboards to monitor and analyse contract performance at GP Practice, PCN, Federation and ICB level.

Laura runs the Ardens Manager side of the Ardens organisation including the overall operations and the development of new features with a particular focus on design and user experience. Since its launch in 2020, Ardens Manager has grown to provide dashboards to over 2,700 GP Practices as well as multiple PCNs, Federations and ICSs across England.

Lisa Drake
Red Moor Health

Session Title: Does your Digital Front Door revolve

Lisa supports commissioners at ICB/ICS & Regional level to help to deliver system change and modernise general practice. With a background in quality and service improvement and 20 years NHS experience, as a service development Commissioner and Practice manager, Lisa's work involves advising practices and PCNs how to improve patients' digital experience; how to deliver full range of GP Online services and streamline general practice workload.

In addition to her role at Redmoor, Lisa remains in the NHS as a Digital Advisor in a practice South Cumbria. Lisa is a mature student of the Open University specialising in Social Policy, Health and Care communications and relationships and is a member of the Expert Advisory Group for the Remote by Default2 Research with Nuffield Primary Care Health Sciences and University of Oxford.

Mihad Mohammed
EMIS Head of Product Management for Research and Life Sciences

Session Title: Embedding clinical research in primary care (recruit)

Leads the product team focused on optimising clinical research through the EMIS-X Analytics (EXA) platform. In his role, he collaborates with clinicians, researchers, and life sciences customers to develop

product strategies that provide value to the connected healthcare ecosystem. His previous experience includes 5 years of product management in the clinical trials management sector and 5 years as a project manager in different sectors.

Mike O Hanlon
GP clinical lead and clinical safety officer for the Clinical Effectiveness Group (CEG) and QMUL

Session Title: Using data insights to drive early interventions

is a GP clinical lead and clinical safety officer for the Clinical Effectiveness Group (CEG) and QMUL. He is a GP working clinically in East London and was recently a GP Clinical lead for the East London Vaccination Centre during the main phases of the COVID vaccination rollout. Using his knowledge of general practice at a local level, he provides clinical input to the facilitation team who provide support to practices across NEL as well as developing searches and clinical tools to improve quality of care, such as the CEG APL tools. He has a particular interest in technology and how this can be used to streamline workload and support practice teams achieving better outcomes.
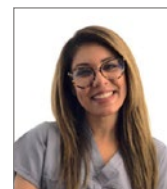
Safia Akthar
NHS GP

Session Title: Supporting vulnerable people – A Smart template suite for use with patients who are refugees, asylum seekers, homeless and at risk of homelessness

Dr Safia Akhtar is an NHS GP who practices clinically in Westminster and supports the North East London Integrated Care Board with Refugees and Asylum Seekers. She obtained a MSc in Tropical Medicine and International Health from the London School of Hygiene and Tropical Medicine. Safia is an honourary clinical research fellow with CEG at Queen Mary University.

Tara Humphreys
Founder & Managing Director at THC Primary Care

Session Title: Primary Care Networks | Herding Tigers

Tara Founded THC in 2015 and has 20 years of experience in business development and operations management covering the public and private sectors and has an MBA in Leadership and Management in Health Care.

To date, Tara has supported over 120 Primary Care Networks providing them with training and interim management support.

She has been published in The London Journal of Primary Care. She has written over 200 blogs that provide her insights on primary care networks, leadership and change management, and she is the host of the Business of Healthcare Podcast.

THINK healthcare

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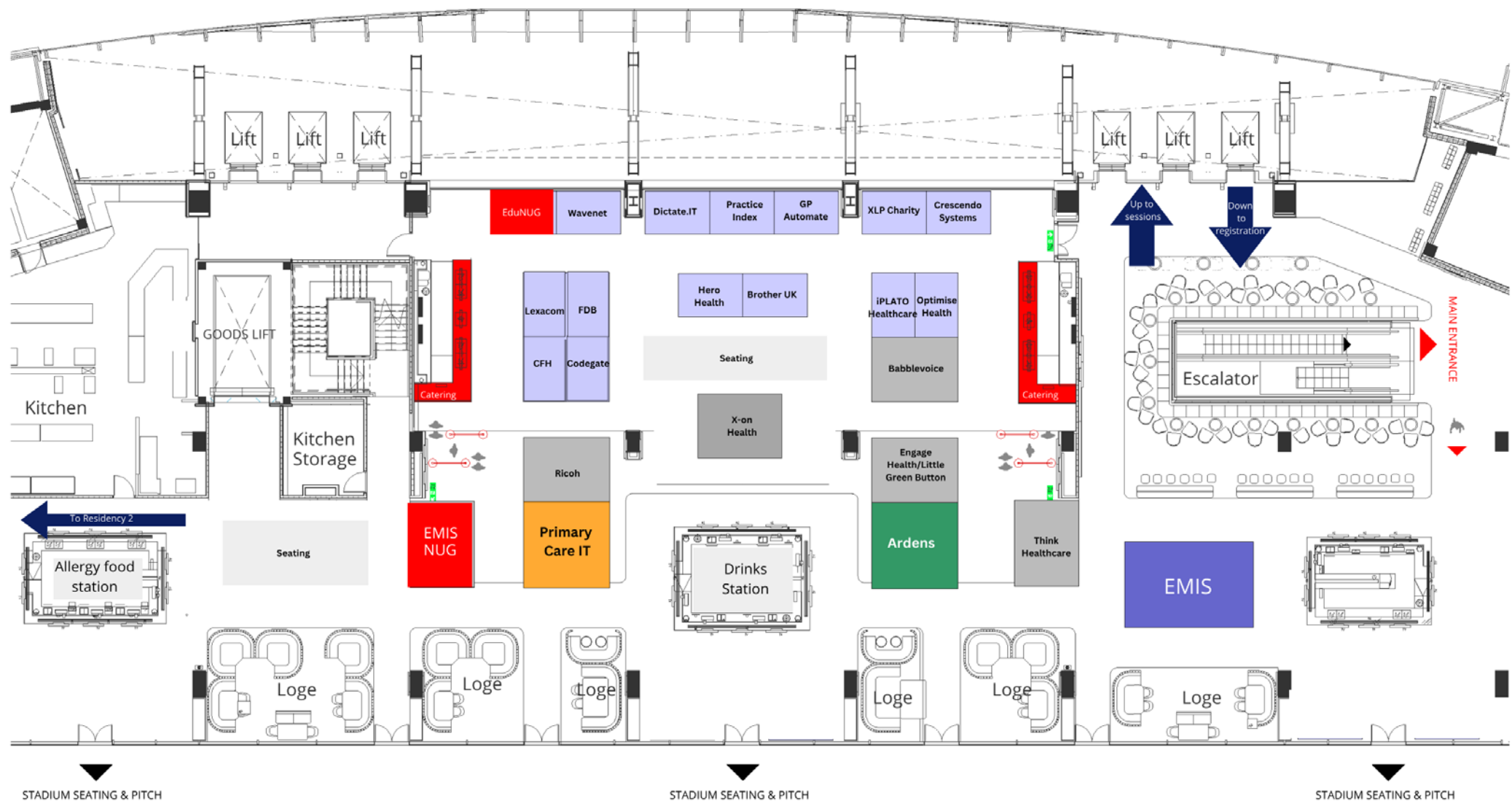
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Exhibition Floorplan

Kitchen

GOODS LIFT

Kitchen Storage

To Residency 2

Allergy food station

Seating

Catering

EduNUG | Wavenet | Dictate.IT | Practice Index | GP Automate | XLP Charity | Crescendo Systems

Lexacom | FDB

CFH | Codegate

Hero Health | Brother UK

Seating

X-on Health

Ricoh

EMIS NUG

Primary Care IT

Drinks Station

iPLATO Healthcare | Optimise Health

Babblevoice

Engage Health/Little Green Button

Ardens

Think Healthcare

Catering

Up to sessions

Down to registration

Escalator

MAIN ENTRANCE

EMIS

Loge | Loge | Loge | Loge | Loge | Loge

STADIUM SEATING & PITCH | STADIUM SEATING & PITCH | STADIUM SEATING & PITCH

www.emishealth.com

From integrated care to clinical research, for 35 years EMIS has been supporting clinicians, healthcare organisations and the academia and life sciences sectors with technology that makes a difference. Our vision is to be the leading provider of innovative healthcare technology that improves people's lives. We want to positively impact the health and wellbeing of the UK population and believe in the power of technology to make healthcare faster, better and more accessible to all.

Working with over 10,000 organisations across every major healthcare setting our aim is to:

- integrate care settings to improve patient experience and health outcomes

- empower people through online access to clinically authored content and digital services

- deliver insight for clinicians, research and life sciences to improve UK health and wellness

Ardens - www.ardens.org.uk

Ardens Clinical is a clinical decision support and workflow optimisation solution that is used in over 6,000 EMIS Web and SystmOne GP practices across England. It includes standardised clinical templates, patient recall systems, and a comprehensive suite of searches and reports to assist GP practices with achieving contractual requirements and following best-practice guidance. Ardens can be localised so that resources align with Locally Commissioned Services requirements, and it is also possible to integrate local referral forms.

Ardens Manager is our cloud-based data analytics solution which supports GP Practices, PCNs and ICBs with monitoring service and contractual data.

Primary Care IT - www.primarycareit.co.uk

Introducing Primary Care IT, a leading provider of innovative solutions for healthcare. As a trusted industry partner, we are committed to empowering practices with cutting-edge resources to enhance patient care and streamline workflows. Our comprehensive suite of solutions includes the ultimate in electronic health record system optimisation, decision support tools, and population health management platforms. With a customer-centric approach, we prioritize seamless integration, user-friendly interfaces, and actionable insights.

Come and speak to us at our stand to discover how our Primary Care IT solutions can transform your practice, improve patient outcomes, and drive operational efficiency.

Engage Health Systems - www.engagehealth.uk

Little Green Button - www.littlegreenbutton.com

Think Healthcare - www.think-healthcare.co.uk

At Think Healthcare we're passionate about connecting patients & practices!

Reducing waiting times, improving flexibility, saving time & improving efficiency.

We specialise in improving patient access to NHS services and reducing access inequalities.

The Think Healthcare cloud telephony platform is NHS assured & managed by NHS experts who care about every practice, and work hard to make sure your solution is customised to individual needs.

Babblevoice - www.babblevoice.com

Babble voice - Babblevoice is a user-centric, adaptable cloud-hosted telephony system designed specifically for the health sector. It is simple to use, yet meets the complex needs of GP surgeries, PCNs and ICBs. Babblevoice is purposefully built to seamlessly integrate with other clinical systems such as EMIS. Benefits include high cost-effectiveness, unlimited line capacity, multi-site and remote working, real-time and historic reporting. We configure babblevoice to meet each individual surgery's needs – a tailored telephony system with future-proof technology.

RICOH - www.ricoh.co.uk

Surgery Connect - www.x-on.co.uk

Surgery Connect is the market-leading Cloud-based telephony solution across the UK. Practices using Surgery Connect benefit from robust clinical system integration, which measurably reduces overall costs while improving data quality and compliance.

Our technology is scalable and future-proof, with unmatched functionality. Built on 25 years of experience, we are trusted to understand the needs of healthcare professionals and improve patient access.

Visit stand S4 to discover why 35% of GP practices already use Surgery Connect.

Lexacom - www.lexacom.co.uk

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- Digital dictation
- Outsourced transcription

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iplato - www.iplato.com

iPLATO's solutions transform overburdened and fragmented healthcare routes into streamlined digital-first pathways. Today, we serve thousands of GP practices and millions of patients. Join us at our stand to discuss innovation including Digital NHS Health Checks and our rapidly growing Online Consultation service… or sign your practice up to support Our Future Health – the UK's largest medical research programme – which comes with an opportunity to win an Apple watch!

CFH Docmail - www.cfh.com

For more than 40 years, CFH Docmail have taken the practical approach to communications, developing technology to support the changing way we all communicate.

Today, we're an accredited, trusted leader for communications on every channel. Print, online, mail - wherever you need to be, we'll get you there quickly, effectively and impactfully. So you can communicate with confidence, keep your patients informed and increase patient engagement.

Brother - www.brother.co.uk

First Databank UK - www.fdbhealth.co.uk

FDB (First Databank) creates and delivers the world's most powerful drug knowledge that ignites, inspires, and illuminates critical medication decisions. Our solutions drive healthcare information systems that serve the majority of hospitals, GP practices, pharmacies and many other areas of healthcare and are used by thousands of clinicians every day.

Crescendo Systems - www.crescendosystems.co.uk

Crescendo are a leading provider of Digital Dictation, Speech Recognition and Clinical Documentation solutions to organisations globally. We have 10s of 1000s of professionals in the UK using our dictation solutions. With 99% customer satisfaction, we offer a workflow saving professionals countless hours, whilst creating substantial savings to the organisations.

Dictate.IT - www.dictateit.com

Dictate.IT offers dictate-to-cursor, speech recognition and digital dictation solutions to organisations across the healthcare sector. We integrate with EMIS and, with unrivalled pricing, no hidden costs, no voice training required and no additional equipment needed, we're fast becoming the provider of choice for primary care throughout the UK.

Wavenet - www.wavenet.co.uk

Since 2000, Wavenet has been keeping businesses connected.

We focus on finding the right cybersecurity, communications, and technology solutions so you can focus on what matters most to your business. Always thinking ahead, we give you the confidence that when you work with us, we'll future-proof your business.

Codegate - www.labeltrace.co.uk

LabelTraceONE is used with EMIS for Specimen Sample and all GP labelling requirements.

VTrace is an easy to use, GDPR compliant Digital Visitor and Staff recording Book.

SAFE is a low cost, PC Based Panic Button system.

Hero Health - www.herohealthsoftware.net

Connecting healthcare professionals and patients. Hero delivers patient communication and appointment scheduling for providers. We are an EMIS Elite Partner, listed on GCloud-13 and Cyber Essentials Plus

Optimise Health - www.optbp.com

Founded in 2019 by three medical clinicians with a track record of delivering innovative and time saving solutions to doctors surgeries, Optimise Health Ltd is the first company to develop an artificial intelligence driven automated process to manage hypertension.

Labeltrace - www.labeltrace.co.uk

GP Automate is in over 50 practices, across 16 ICBs throughout the UK, including Wales, London, Manchester, and everything in-between. We've automated over 100,000 lab reports and nearly 10,000 registrations. Perhaps you prefer automating recalls or EPS. The question is why you are not embarking on the era of Automation?

EMIS NUG Annual Conference Charity Raffle

We are delighted to announce our support for XLP this year. You can visit them at stand 6 in the exhibition, where you will be able to donate or buy a raffle ticket.

They will also be at the Gala Dinner on Thursday where the raffle will be called, so we hope you will be able to give generously for this worthy cause.

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