Hospice UK Technology Leaders Conference – 4th February 2025

Pendulum Hotel and Conference Centre, Manchester

Programme:

08.30	**Registration, Exhibition and Refreshments**
08.45	**Breakfast session – Cyber security: what does ''good'' security control look like** **Speaker:** Paul Salter, Information Security Consultant, Smartdesc The session is relaxed and interactive, with an opportunity to learn from other hospices and share good practice. We will discuss: • The current threat landscape, including how hospices could be affected • A practical Cyber Security Maturity framework to take away, helping your leadership team understand what "good", relevant and fit for purpose cyber security controls should be in place, and in the context of the NHS DPST • A non-technical overview of the Microsoft Defender platform, and how this can be leveraged using features you are probably already paying for but not using, to both improve cyber security and save cost at the same time
09.30	**Welcome and Introduction** Steve Thorlby-Coy, Director of Transformation, Hospice UK Chris Lines, Territory Channel Manager, Microsoft
09:45	**Session 1 - Technology in health and care, challenges and opportunities** **Speaker:** Breid O'Brien, Transformation Consultant Breid brings over 25 years of expertise at the intersection of healthcare and technology, with a focus on exploring how innovation can transform patient care.

	In this session, she will delve into the opportunities and challenges of harnessing technology to enhance outcomes, offering a balanced perspective informed by her extensive experience, including her role as a national director. Breid will spotlight the growing emphasis on technology-enabled home care in England, with a special focus on its potential to support end-of-life care.
10.30	**Session 2 - Digital inclusion and Competency** **Speakers:** Catherine Hodge, Programme Development Manager, Hospice UK Adjoa Nsiah-Jennings, Digital Education Lead, Saint Francis Hospice Claire Ellis-Waghorn, Director of IT, Data and Governance, Demelza This session will highlight the key findings from the Hospice UK <u>Digital health and inclusion in palliative and end of life care report</u>. It will explore the implementation of a Digital Education Transformation Framework, designed to provide a digital literacy, skills and capability programme across the Saint Francis Hospice workforce, based on an open, inclusive, learner-led environment. In addition to learning from the Demelza children's hospice journey to digital inclusion, this session will focus on driving forward a personalised approach to digital inclusion, reviewing competencies based on individual roles rather than departmental requirements, building confidence, reviewing current skills and available technology through digital transformation, and provisioning of appropriate devices.
11:30	**Refreshments & Exhibition**
12:00	**Session 3 – Ethical challenges of artificial intelligence technology in palliative care** **Speakers:** Dr Amara Nwosu, Senior Clinical Lecturer in Palliative Medicine. International Observatory on End-of-Life Care, Lancaster University James Norris, Founder of MyWishes & the Digital Legacy Association. Digital Research Fellow, Harlington Hospice

The ways in which Artificial intelligence (AI) is being used and what it might become is capturing the imagination of society, corporations, governments and policy makers alike.

In this session, James and Amara will discuss examples of how AI is currently being used by palliative care stakeholders (e.g., patients, hospices and technology providers) to consider its use in clinical practice.

James and Amara will discuss AI's potential to improve clinical care in several aspects, for example, to predict illness, support diagnosis, to assist communication and provide treatment recommendations.

James and Amara will discuss ethical considerations about the use of the AI in palliative care, which will include discussions about ethical frameworks, governance, bias and trust. The session will conclude by asking how hospices can help in the development, use and evaluation of AI. Specifically, whether hospices should allocate resources to experimenting with AI whilst in its embryonic stage, and how AI can be potentially used in their current tech ecosystems.

12:45	**Session 4 – From Tech Specialist to Tech Leader; why people and culture is your business** **Speakers:** Matt Corbishley, Deputy Chief Executive, Ashgate Hospice Andrew Croydon, Head of IT, Ashgate Hospice Rebekah Neelin, Director of People and Culture, Ashgate Hospice This session will look at Ashgate's technology and digital journey over the last few years and explore how the digital and IT landscape has changed in that time. The team will discuss what that means in terms of how tech specialists and organisations more widely need to think and work differently in the planning and delivery of tech and digital improvements. The Ashgate team will share their learning from implementation projects, with a particular focus on end user engagement, experience, confidence and culture. These stories will explore how they are now working, 'following the energy' of their staff and volunteers to effect positive change from both the bottom up, as well as the top down.

13:30	**Lunch & Exhibition**
14:15	**Session 5 – Parallel Session: Co-pilot workshop** **AI for Nonprofits: Optimising Hospice Administration with Copilot** *Kindly sponsored by Microsoft* Explore how artificial intelligence can enhance hospice care operations by automating routine administrative tasks. This session will provide hands-on insights into Microsoft's Copilot and Copilot Studio, demonstrating how these AI tools can simplify workflows, automate document management, and empower hospice organisations to operate more efficiently while delivering compassionate care.
14:15	**Session 5 - Parallel Session: Co-pilot workshop** **Microsoft Copilot Studio: Enabling you to create your own AI Applications to empower your Hospice to benefit from the AI revolution** **Kindly sponsored by Microsoft** Join our session to discover how AI and Microsoft Copilot Studio can support Hospices with time-consuming admin, using automation to free up resources to enable you to focus on your core mission. Copilot Studio creates opportunities beyond crafting emails and summarising documents; it can put the power of AI in your hands to solve the real-world challenges facing Hospices today. We will show you how you can use this technology to: • Support your Grant Application Processes to ensure that you stay on track and don't miss any vital funding • Optimise your Gift Aid claim process to maximise your income from donations • Drive efficiencies in your procurement process and so positively impact on patient welfare Leave this session equipped with practical steps on how you can incorporate the exciting capabilities of Copilot Studio into your Hospice.
15:00	**Session 6 – Building Data Capabilities in the Hospice Sector** **Speaker:** Sian Basker, Co-Chief Executive, Data Orchard

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	Data is a powerful resource in driving decision-making and service improvement in organisations. However, the complexity and speed of technological change makes it challenging for leaders to understand and embrace both the risks and opportunities. Data Orchard has been measuring and benchmarking organisational data maturity in the nonprofit sector since 2019. Sian will share their pioneering research in this field, what we know so far about data maturity in the hospice sector, and the key factors for success in building data capabilities in charities. Do bring along your questions and ideas.
15:45	**Refreshments & Exhibition**
16:15	**Session 7 – From Sabotage to Success: Breaking Down Digital Transformation Barriers** **Speaker:** Carmen Barlow - Digital Strategy & Transformation Consultant, Carmen Barlow Limited How does a WWII sabotage manual holds surprising lessons for charity digital transformation? Join change expert Carmen Barlow as she reveals how seemingly innocent organisational practices secretly block progress - and shares practical ways to overcome them. Through real transformation stories from Amnesty International UK and Refuge and using research with over 40 sector leaders through the Charity Change Collective, Carmen demonstrates how to drive genuine change through people, processes and technology. You'll learn how to identify transformation blockers and apply practical frameworks that get record-breaking results.
17:00	**Final thoughts and conference close**