



COMMUNITY HOSPITALS ASSOCIATION

**Annual Conference
including Innovations and Best Practice in
Community Hospitals Awards 2014
5th - 7th June 2015**

Established as the leading event for Community Hospitals



Worsley Park – A Marriott Hotel & Country Club, Manchester

Small is Beautiful

Day 1 – Making small superb

Day 2 – Making small diverse

Day 3 – Making small influential

sponsored by



**PHOENIX
CORPORATE
LIMITED**

Book Early!

Small is Beautiful

Simon Stevens, NHS Chief Executive, spoke about small hospitals within a few days of being appointed. He said that hospitals serving smaller communities were sustainable and that smaller community hospitals should play a bigger role especially in the care of older patients who could be treated closer to home. He also said there needed to be new models of care built around smaller local hospitals.

We are immensely privileged that Simon has agreed to speak to the CHA and he will open the conference. We also have Sarah Wollaston, Chair of the Health Select Committee and Nigel Edwards, Chief Executive of the Nuffield Trust on our opening session.

That high profile, influential people are keen to come and speak to us suggests there is a fresh recognition of the role of community hospitals and their related local services. While we may have always known this, we are all aware that battle lines have sometimes been drawn.

It does not mean we can rest on our laurels! The NHS is immensely financially stretched, despite the £2bn recently promised. So we have to be able to demonstrate our worth and value for money. So, while it may be that small is beautiful, we have to make small superb delivering the very highest quality. At the same time we recognise that the same model will not fit every area and we will create diverse solutions around the country. In doing so we wish to influence the direction of the NHS to acknowledge and actively commission the value that community hospitals and their related local services deliver for communities of every kind.

This is not a conference to miss – please book up and enjoy the encouragement, provocation, networking and reinvigoration to return with fresh vision and enthusiasm to make small superb, diverse and influential.

See you there!

Dr Phil Moore Chair CHA

Worsley Park – A Marriott Hotel & Country Club

Manchester M28 2QT

Worsley Park, A Marriott Hotel & Country Club is an award winning hotel located in the heart of the birthplace of the Industrial Revolution. Set amid 200 acres of stunning parkland on the former Duke of Bridgewater's estate. The hotel boasts a wealth of Victorian features with its own 18 hole championship golf course, and leisure facilities including an indoor heated swimming pool. Situated just seven miles from the pulsating hub of central Manchester, and close to Manchester, Liverpool and Leeds airports plus major road and rail links. Complimentary on-site parking

Travel directions

BY ROAD – From the West: Follow M62 Leeds, exit junction 12 onto M60, exit first junction marked 13 Worsley. At the end of the slip road take second exit off the roundabout onto A575 and the hotel entrance is approximately 400m on the left hand side.

From the South: M6 northbound, exit at second junction marked 21A signed M62 (Manchester) directions as above.

From the North: M6 southbound, exit at junction 21A, M62 and follow as above.

From the East: M62 becomes M60, exit at junction 13, take the 4th exit, at the next roundabout take the 3rd exit A575 and the hotel is approximately 400m on left hand side.

Manchester International Airport: Join the M56 motorway and travel north towards Cheadle. Follow signs for M60 (NW) to Bolton. Leave M60 at Junction 13, directions as above

Area Airports

Manchester, Leeds, Liverpool

Train Station

Manchester Piccadilly 7 miles

Who should attend?

Representatives from

- General Practitioners/Consultants
- Nurses/Allied Health Care Professionals
- Managers
- NHS Trusts/Community Health Services/ Local Health Boards
- Social Services
- Voluntary Organisations
- Independent Sector
- The Department of Health
- CICs
- Commissioners
- CCGs

For information on Sponsorship and exhibition opportunities please contact Barbara Moore: 01460 55951
commhosp@gxn.co.uk

Small is Beautiful

| Friday 5th June | | Making small superb |
|-----------------|--|--|
| 1030 | Registration & Exhibition | |
| 1200-1300 | Buffet Lunch | All delegates |
| 1300 (1) | Welcome | Dr Phil Moore, GP Surbiton, Chair CHA, Chair Mental Health Commissioners Network for NHSCC |
| 1310 (2) | Opening of Conference | Simon Stevens, Chief Executive NHS England |
| 1350 (3) | 'Five Year Forward View – what might this mean for Community Hospitals' | Nigel Edwards, Chief Executive, The Nuffield Trust |
| 1430 (4) | Keynote Address: A Westminster Perspective from someone who understands healthcare? | Dr Sarah Wollaston MP Totnes Chair Health Select Committee |
| 1510 (5) | 'Maximising Outcomes for patients the Allied Health – Professional Contribution' | Suzanne Rastrick, Chief Allied Health Professions Officer, NHS England |
| 1540 | Questions | |
| 1545 | Tea and Exhibition | |
| 1615 (6) | 'Frailty is the Future' | Professor John Young, National Clinical Director for the Frail Elderly and Integration, NHS England |
| 1645 (7) | 'How do Community hospitals fit within the 5 year Forward View – the 'Millom Model'' | Dr John Howarth, GP Cockermonth, Director of Service Improvement, Cumbria Partnership NHS Foundation Trust |
| 1720 | Questions | |
| 1725 | Annual General Meeting | |
| 1930 | Informal Dinner | |

Please Note () Bracketed numbers relate to the Evaluation Form

| Saturday 6th June | | Making small diverse |
|-------------------|--|--|
| 0830 | Registration (day delegates) & Exhibition | |
| 0850 (8) | Introduction by Chair | Dr Helen Tucker, Researcher Vice President CHA |
| 0900 (9) | <p>Three Collaborative Research Studies: Profiling of Community Hospitals across the UK</p> <p>A study to understand and optimise community hospital ward care in the NHS</p> <p>A review of the literature – learning from national and international experience</p> | <p>Tessa Crilly, John Crilly and Deborah Davidson University of Birmingham</p> <p>Professor John Young, University of Leeds</p> <p>Claire Holditch NHS Benchmarking</p> <p>Eleanor Winpenny, RAND Europe and University of Bournemouth</p> |
| 1000 (10) | 'Surviving a visitation from the CQC' | Alan Metherall, Acting Director of Nursing Avon and Wiltshire Mental Health Partnership NHS Trust |
| 1030 | Coffee and Exhibition | |
| 1100 | Interactive Sessions | see programme for further details |
| 1330 | Lunch & Exhibition | |
| 1430 (20) 1600 | CPD Session | Sarah Street, Director Acorn Health and Safety Ltd |
| 1900 | Pre dinner drinks | |
| 1930 | Presentation of Awards to winners of Innovations and Best Practice in Community Hospitals | |
| 2000 | Annual Dinner | |
| | After dinner entertainment | Musical Youth Followed by Disco |

The conference programme may be subject to change

Please choose **THREE** sessions and complete Registration Form

1 (11) Overall Award Winner – Community Hospitals and Carers Support

Supporting carers in Gloucestershire: partnership working

Starting from a small project in 2009 this partnership working is now well established and now receives funding from the Clinical Commissioning Group.

The programme aims to:

- Raise awareness amongst community hospital teams of the needs of carers and thereby improving their experience
- Provide support to carers when the person they care for is admitted to hospitals particularly in preparing for their discharge home

- Signpost and support carers in accessing the additional support and services that can support them and enable them to continue in their caring role

Liz Fenton, Director of Nursing and Quality, Gloucestershire Care Services NHS Trust and Louis de Lloyd, Carers Gloucestershire

2 (12) Award Winner – The Purple Bow Scheme – Dignity in Death

The Purple Bow scheme is a simple but effective programme being introduced across the Staffordshire and Stoke on Trent Partnership NHS Trust's 5 Community Hospitals and is used for patients nearing the end of life. Our staff truly believe we only get one chance to get this care right and often it is small gestures that make the biggest impact.

Using sensitive, purple bow signage on side room doors, bay curtains etc., all hospital staff are discreetly made aware that a person is nearing the end of life and that their family or friends may be present. While the signage is the most obvious element of the scheme, more importantly it is a means of opening up conversations with patients,

relatives or carers about the end of life nearing and to ensure that all that can be done in terms of special requests can be accommodated.

As well as respecting personal space, the Purple Bow scheme enables staff to lend extra support where it may be particularly needed, such as offering refreshments, keeping noise to a minimum and checking if relatives or carers may need any additional help.

As part of the scheme relatives and carers are offered a card acknowledging that end of life is approaching and that staff would like to accommodate any wishes they have e.g. open visiting, overnight stays, wanting to play certain

music, spiritual/religious needs, lying on the bed with loved ones and extra touch, taking a lock of hair, etc. Purple organza bags are provided for locks of hair and jewellery to be taken away.

The scheme is very inexpensive to launch and the roll out across wards from our first pilot ward has been easily achieved and the concept is easy for staff at all levels to appreciate and take on board.

Feedback from relatives/carers/visitors and friends has been shown on wards by letters and cards of appreciation and also kind donations.

Julie Cumberlidge Hospital Matron RN MSc Dip Nursing, Paul Garner Consultant Nurse Palliative Care, Dianne Harrison Ward Sister

3 (13) Award Winner – “See Something Say Something”

The See Something Say Something Campaign was designed by a group of front line staff for front line staff. The philosophy at the heart of campaign is empowering staff to speak up when they see both good behaviours and less than ideal behaviours in their colleagues.

This will ensure, over time that a high standard of behaviour is the norm and that seeing something and saying something becomes everybody's responsibility. It is also anticipated that the campaign will enhance team building and boost morale.

Each team identified an individual with an interest in this campaign and these key individuals attended a train the trainer session. Following this these ambassadors worked locally within their own

teams to embed the philosophy of the campaign and to act as a role model to those around them.

The importance of these ambassadors cannot be underestimated as they are instrumental in defining and changing the culture of their working environments to become more empathetic; opening the doors to transparency; whilst supporting those around them to adopt high behavioural standards.

'See Something, Say Something' should not be confused with other established organisational processes. Any significant concerns about a colleague's behaviour is still reported through the existing structures. It is not a substitute for the Whistleblowing Policy, Disciplinary or Capability Procedures, interaction with Union Representation,

or Line Management. Rather it is a mechanism used to complement each other when desired behaviours are exhibited and to remind each other when less than ideal behaviour is seen.

The training consists of a series of short scenario based role plays followed by a discussion about how to 'Say Something' in a courteous and compassionate manner with the 6 C's providing the framework for the discussions. *Care Compassion Courage Communication Commitment Competence*

Sue Balcombe, Director of Nursing and Patient Safety and Dawn Dawson, Head of Nursing and Clinical Governance. Somerset Partnership NHS Foundation Trust

4 (14) Award Winner – Maryport Rehabilitation Centre

Maryport Rehabilitation Centre has been in operation since 2010 at the Victoria Cottage Hospital. Recently re-launched, a fresh approach to providing innovative goal-led interventions around physical, cognitive and social issues for its clients has been established. Typically, falls prevention and mobility have been the most identified patient goals and our programmes vary both in content and length however an 8 week attendance is average.

The centre is run by a small team, including an Assistant Practitioner, Physiotherapist, Rehabilitation Assistants and an Occupational Therapist, with visiting clinicians such as a pharmacist or nurse, social worker and GPs assisting where needed.

The centre has made use of local resources such

as museums, cafes and local shops to increase functional ability and patient interest whilst the resources at the hospital have been greatly enhanced with the use of the gym, kitchen and our new hospital garden, designed and constructed by ourselves with support from the hospital League of Friends.

The centre has developed a close working relationship with the adjoining hospital ward and offers regular structured stimulating rehabilitation sessions for inpatients, all adding to a better experience for the patients.

Once attendance at the centre is completed, a new voluntary sector operated day centre has been designed by the team to maintain skills and signpost to alternative clubs or local groups in order to prevent re-admission, reduce reliance on

medical resources or prevent any skill deterioration.

The previous cycle of the same patients re-attending the centre or being re-admitted to hospital has been dramatically reduced. A recent audit showed that nearly all the patients who attended the full programme demonstrated 80 - 90% improvement in their functional ability and quality of life, as well as highlighting a decreased risk of falls in nearly all of the patients.

Sam Barry Rehabilitation Assistant, Erica Wignall Rehabilitation Assistant, Esther Sands Specialist Physiotherapist, Vicky Nixon Assistant Practitioner and Gwyn Lishman Specialist Occupational Therapist, Maryport Victoria Cottage Hospital, Cumbria

Small is Beautiful

Saturday 6th June

Interactive Sessions 1100-1330

Please choose **THREE** sessions and complete Registration Form

5 (15) Award Winner – 6 Day Therapy Pilot at Clevedon Community Hospital

A pilot weekend therapies working project at Clevedon Community Hospital (CCH) was implemented, using winter pressures monies. Following a business case, a recommendation of the option of 6 day working, using 1 substantive and 1 bank member of staff, for 4 hours each Saturday was made as a productive and cost effective option. Therapy staff consultations were carried out and a report was collated outlining feedback / concerns / recommendations prior to implementation.

A Standard Operating Procedure (SOP) was written, shared with staff and reviewed following their feedback. Staff were rostered on a 1 weekend in 5 basis in line with recommendations

from the staff consultations.

A RAG scored means of prioritising the patients for weekend working was developed and implemented.

The project commenced in December 2013 with planned cover for 17 weeks. During the project, data was collected on admission and discharge Bartels, length of stay and patient satisfaction to measure the effectiveness of the intervention. The data was collated and compared against data for the equivalent time period of the previous year.

Following the project, a staff survey was sent out to all nursing and therapy staff requesting feedback of their experience of the project and any suggested changes which may be incorporated in

any future implementation of weekend therapy working at CCH.

Results included:

- Reduction in length of stay
- Notable improvement in the Bartel score
- Excellent patient satisfaction feedback
- Both therapy and nursing staff unanimously agreed that the project had had a positive impact on the patients' rehabilitation pathway at CCH

Amy Etchells, Acting Clinical and Operational Lead (for therapy) and Rachel Webber Clinical Operational Lead (for therapy) and, North Somerset Community Partnership

6 (16) Award Winner – Community Hospitals Fosters Week

1. Getting the Fosters Home
2. The aim of the 'Getting Mr and Mrs Foster Home' week is to increase the flow from the acute hospital to community based resources and as a result improve the discharge outcomes for Mr and Mrs Fosters by:
3. Timely and speedy transfer of patients from the acute to community hospitals

4. Supporting the Emergency Department to prevent admissions through greater visibility of the Integrated Discharge Team who can assess and access the 'GCS community based offers' including: Integrated Community Team services and bed based services.

5. Case managing the Forest and Cotswolds 'medically stable' patients through a 'pulling out model'

6. During the week all parts of the health system worked differently to achieve this goal at the same time as ensuring business as usual. This session will set out what happened each day, what additional support was provided and the roles of those involved in the week.

Helen Hodgson, Head of Urgent Care and Julia Doyle Resilience & Response Officer, Gloucestershire Care Services NHS Trust

7 (17) Award Winner – Outcome focused Rehabilitation

We are a 17 bedded unit with 15 rehab beds and 2 GP beds. We take referrals from the surrounding acute trusts and aim to complete rehabilitation within 24 days. We have developed a system whereby we can offer longer pathways to those patients who would benefit. A range of measures have been developed over the 6 years the service has been running to create a multidisciplinary approach to rehab.

The team work together from admission with a single assessment document through to discharge. The use of Barthel as a team outcome measure with weekly review, has been in use since the

beginning. The Therapy service now also uses a range of measures and are working with Nursing colleagues to develop the use of the Goal Attainment Scale (GAS) as a more patient focused outcome measure.

The additional use of a RAG rated board rounds, multidisciplinary stickers pre MDM meeting are used to focus the forth coming weeks goals. The Therapy team lead on falls, completing an individualised risk assessment and completing therapeutic manual handling recommendations and reviewing weekly thereafter. The use of a colour coded walking aid system ensures patients

are reaching their optimum as quickly as possible.

Data is managed and analysed by the use of a clinical dashboard, allowing the team to maintain accurate, clinically focused data, which demonstrates and supports clinical effectiveness. The data is used to support monthly length of stay (los) and quarterly performance reports with commissioners.

Rachel Webber Clinical and Operational Lead (for therapy) and Amy Etchells, Acting Clinical and Operational Lead (for therapy), North Somerset Community Partnership

8 (18) GSF quality improvement programmes in end of life care –

The National Gold Standards Framework Centre CIC in End of Life Care, a not-for-profit Social Enterprise organisation, is the largest most comprehensive training provider in end of life care for the health and social care workforce.

Gold Standards Framework (GSF) is a systematic, evidence-based approach to help the frontline generalist workforce deliver a 'gold standard' care for people nearing the end of life. GSF improves the quality, coordination and organisation of care, leading to better outcomes for patients and their families. GSF also helps reduce hospitalisation and delivers greater cost-effectiveness. Since 2000, many thousands of GP practices and care homes have been using GSF

with significant patient benefits, enabling more to live and die well at home. Use of GSF is recommended by all major health and social care policies and care provider associations, with growing use internationally.

Over 30% of patients at any time in Community hospitals are in the last year/s of life.

The Leadership Alliance for care of dying people recently published guidance for all professionals working with dying people – 'One chance to get it right'. Within this guidance they outlined the 5 priorities for care of the dying person.

End of Life Care has now been identified as one of the core services for CQC inspection, assessed

against five domains of safe, effective, caring, responsive and well led. Hospitals will be graded as outstanding, good, requires improvement and inadequate.

Key to delivering good end of life care is early identification and proactive planning. This interactive session will explore how GSF can support you in developing EOLC in your hospital and help you demonstrate that you are providing quality End of Life Care, and achieve the 5 priorities for care.

Maggie Stobbart-Rowlands Lead Nurse and Programme Manager

Small is Beautiful

Saturday 6th June

Interactive Sessions 1100-1330

Please choose **THREE** sessions and complete Registration Form

9. (19) **The Patients Association**

The Patients Association

Working with Patients and Carers to influence change - listen, hear and a human touch

Since 2011 the Patients Association has been setting up projects with local NHS Trusts, CCGs and NHS England area teams and CQC on a wide range of topics to use learning from patient's

experiences to make service improvements. Projects include care and compassion, call bells, Carers awareness, working with patients with dementia, the gold standard for older people, developing patient groups in GP practices, improving information using the NHS constitution and learning from complaints. This workshop will provide an overview of the different types of ways

to involve and learn from patients and their families including use of Community reporting in film and audio, mystery shopping, observations and interviews with staff and patients.

Heather Eardley, Director of Development, The Patients Association

10. (20) **Research**

"Improving our knowledge of community hospitals - building up an evidence base and testing initial findings from three collaborative research studies"

Deborah Davidson, Tessa Crilly, John Crilly, Professor John Young, Claire Holditch, Eleanor Winpenny and Dr Helen Tucker

Please Note () Bracketed numbers relate to the Evaluation Form

Small is Beautiful

Sunday 7th June

Making small influential

| | | |
|-----------|---|---|
| 0830 | Registration (day delegates) & Exhibition | |
| 0900 (21) | Welcome by Chair | Jan Marriott, Vice Chair CHA |
| 0910 (22) | “Community based Surgical Services” | Dr Matthew Wordsworth, GP Clinical Director of Independent Health Group |
| 0940 (23) | ‘What’s that coming over the hill?’ | Karen Anderson, Head of IPC/Decontamination Lead, Somerset Partnership NHS Foundation Trust |
| 1020 (24) | ‘How to shape and influence commissioning decisions across health and social care’ | Liam Williams, Director of Nursing and Quality |
| 1100 | Coffee and Exhibition | |
| 1130 (25) | “Through a patients eyes” | Heather Eardley, Development Director The Patients Association |
| 1200 (26) | “Yeovil DGH – a small hospital with big ambitions” | Dr Ann Pursey, Healthcare Director Prime UK Developments |
| 1230 (27) | Closing Remarks | |
| 1300 | END OF CONFERENCE | |

RESERVATIONS/BOOKING CONDITIONS

Please post/fax your completed registration form with cheque or invoice request/payment details to:
**CHA, Meadow Brow, Broadway Road,
 Broadway, Ilminster, Somerset TA19 9RG**
 Tel: 01460 55951 Fax: 01460 53207
 email: commhosp@gxn.co.uk

Reservations may be made by email/phone/fax – this is a contract. Payment must be received **BEFORE** the conference date. Attendees may be substituted at any time; details to be notified to the CHA.
Confirmation of booking will be made within 5 days. if this has not been received please contact us.

Community Hospitals Association Annual Conference

5th - 7th June 2015 Worsley Park – A Marriott Hotel & Country Club, Manchester

Registration Options

A – Full conference delegate

This includes 2 nights stay at conference hotel and includes breakfast Saturday & Sunday, lunch Friday & Saturday, evening meal and after dinner entertainment Friday & Saturday. Full use of leisure facilities.

B – Full conference delegate sharing with delegate

This includes 2 nights stay at conference hotel and includes breakfast Saturday & Sunday, lunch Friday & Saturday, evening meal and after dinner entertainment Friday & Saturday. Full use of leisure facilities. (rate per person)

C/D – Full conference delegate sharing with non delegate (please complete both sections)

C – For the **delegate** this includes 2 nights stay at conference hotel and includes breakfast Saturday & Sunday, lunch Friday & Saturday, evening meal and after dinner entertainment Friday & Saturday. Full use of leisure facilities. **To be completed with Section D.**

D – For the **non delegate** this includes 1 or 2 nights stay at conference hotel and includes breakfast, evening meal and after dinner entertainment as appropriate. Full use of leisure facilities. **To be completed with Section C.**

E – Day delegate

This includes attendance at conference on selected day(s) coffee on registration, refreshments throughout the day. Does not include evening meal. Full use of leisure facilities.

F – Two day delegate

As A above, but for two days and one night only.

Please complete section A, B, C, D or E below, plus section F if required

PLEASE USE ONE FORM PER DELEGATE

Please complete BOTH SIDES of this form

Interactive Sessions Saturday 6th June 2015 Select THREE sessions from the list below

Delegate name

1. Community Hospitals & Carers Support
Liz Fenton and Louise de Lloyd
 2. Purple Bow Scheme
Julie Cumberledge
 3. See something Say Something
Sue Balcombe and Dawn Dawson
 4. Maryport Rehabilitation Centre
Gwyn Lishman
 5. 6-day Therapy Pilot
Amy Etchells
 6. Community Hospitals Fosters Week
Helen Hodgson and Julia Doyle
 7. Outcome Focused Rehabilitation
Rachel Webber
 8. Gold Standards Framework
Maggie Stobbart-Rowlands
 9. Patients Association
Heather Eardley
 10. Research
Dr. Helen Tucker
- Afternoon workshop – CPD session **Sarah Street**

Registration fees

Become a CHA member – individual rate £25

| MEMBERS | | NON MEMBERS | |
|-----------|-----------|-------------|-----------|
| BEFORE | AFTER | BEFORE | AFTER |
| 31/3/2015 | 31/3/2015 | 31/3/2015 | 31/3/2015 |

| | | | | | |
|--|------|------|------|------|------------------------|
| A Full conference delegate (sole occupancy) 3 days 2 nights accommodation (per person) | £430 | £460 | £485 | £515 | £ <input type="text"/> |
|--|------|------|------|------|------------------------|

| | | | | | |
|---|------|------|------|------|------------------------|
| B Full conference (2 delegates sharing) 3 days 2 nights accommodation (per person) Please use a separate form for each delegate. | £400 | £430 | £460 | £490 | £ <input type="text"/> |
|---|------|------|------|------|------------------------|

Name of sharing delegate

| | | | | | |
|---|------|------|------|------|------------------------|
| C Full conference delegate (sharing with non delegate partner/spouse) 3 days 2 nights accommodation | £430 | £460 | £485 | £515 | £ <input type="text"/> |
|---|------|------|------|------|------------------------|

To be completed with Section D

| | | | | | |
|--|------|------|------|------|------------------------|
| D Non delegate (sharing with delegate partner/spouse) 3 days 2 nights accommodation | £200 | £200 | £200 | £200 | £ <input type="text"/> |
| One night accommodation | £105 | £105 | £105 | £105 | £ <input type="text"/> |

Please indicate which night you wish to stay: Friday 5th Saturday 6th

Name of sharing non delegate

payment for non delegate can be forwarded separately to the CHA Office

| | | | | | |
|--|------|------|------|------|------------------------|
| E Day Delegate (per day) Please indicate which day(s) you wish to attend: Friday 5th <input type="checkbox"/> Saturday 6th <input type="checkbox"/> Sunday 7th <input type="checkbox"/> | £100 | £120 | £110 | £130 | £ <input type="text"/> |
|--|------|------|------|------|------------------------|

| | | | | | |
|--|------|------|------|------|------------------------|
| F 2 day delegate + 1 night accommodation Friday 5th & Saturday 6th <input type="checkbox"/> Saturday 6th & Sunday 7th <input type="checkbox"/> | £330 | £365 | £385 | £415 | £ <input type="text"/> |
|--|------|------|------|------|------------------------|

| | | | | | |
|---|--|--|--|--|------------------------|
| G Sunday Lunch is provided as part of the day delegate rate. For other delegates/non delegates (A, B, C, D) there is a charge of £25 per person for Sunday lunch. I wish to purchase lunch | | | | | £ <input type="text"/> |
|---|--|--|--|--|------------------------|

Community Hospitals Association Annual Conference

5th - 7th June 2015 Worsley Park – A Marriott Hotel & Country Club, Manchester

PLEASE USE A SEPARATE FORM FOR EACH DELEGATE

Further forms may be downloaded at www.communityhospitals.org.uk or photocopied

If you are not a member but become a CHA member now you WILL benefit from a reduced registration fee

DELEGATE REGISTRATION FORM

Please complete BOTH SIDES of this form

Please complete using **BLOCK CAPITALS**

| | | | | | | | | | | | | |
|--|----------------------|-----------|--------------------------|----|--------------------------|----------------------------------|--------------------------|------|--------------------------|----|--------------------------|----------------------|
| Surname | <input type="text"/> | Title Dr | <input type="checkbox"/> | Mr | <input type="checkbox"/> | Mrs | <input type="checkbox"/> | Miss | <input type="checkbox"/> | Ms | <input type="checkbox"/> | |
| First name | <input type="text"/> | Job Title | <input type="text"/> | | | | | | | | | |
| Community Hospital/Organisation | <input type="text"/> | | | | | | | | | | | |
| <i>(the above details will appear on your badge)</i> | | | | | | | | | | | | |
| Address | <input type="text"/> | | | | | | | | | | | |
| | <input type="text"/> | | | | | | | | | | Postcode | <input type="text"/> |
| Email | <input type="text"/> | | | | | Tel no | <input type="text"/> | | | | | |
| CHA membership details | <input type="text"/> | | | | | Hospital/Individual/Organisation | <input type="text"/> | | | | | |
| Special dietary needs | <input type="text"/> | | | | | | | | | | | |

PAYMENT DETAILS

Payments can be made by BACS or Cheque – no VAT – NO CREDIT CARD FACILITIES

If paying by cheque please make cheques payable to: **Community Hospitals Association**

BACS details: Barclays Bank PLC

Account name: Community Hospitals Association: Sort code: 20-62-53 Account No: 73057348

Enter amount to be paid £ Tick if full payment is enclosed

If an invoice is required, please complete the following:

| | | | | | |
|-------------------|----------------------|------------|----------------------|--------------------|----------------------|
| Purchase Order No | <input type="text"/> | Invoice to | <input type="text"/> | | |
| Address | <input type="text"/> | | | | |
| | <input type="text"/> | | | | |
| Postcode | <input type="text"/> | Date | <input type="text"/> | Delegate signature | <input type="text"/> |

CANCELLATIONS MUST BE NOTIFIED TO THE CHA OFFICE BEFORE 4th MAY 2015

NO REFUNDS WILL BE MADE FOR CANCELLATIONS AFTER 4th MAY 2015 – FULL PAYMENT MUST BE RECEIVED BEFORE 5th JUNE 2014

Please post/fax your completed registration form to
CHA, Meadow Brow, Broadway Road, Broadway, Ilminster, Somerset TA19 9RG
Tel: 01460 55951 Fax: 01460 53207 email: commhosp@gxn.co.uk

CLOSING DATE 29th MAY 2015