



## **The National Market Development & Quality Forum**

**22 March 2017**

**11.00 – 16.00**

**George Fox Room  
Friends House  
173 Euston Road,  
London  
NW1 2BJ**

<b>10.30 - 11.00</b>	<b>Registration and refreshments</b>	
<b>11.00 - 11.10</b>	<b>Welcome, introductions, outline for the day</b>	<b>Sharon Allen and Bill Davidson</b> <i>(Co-chairs of the NMDQF)</i>
<b>11.10 – 12.15</b>	<b>Better conversations for better outcomes, a three way partnership between people who use services, providers and commissioners.</b>	Simon Willson. Quality Improvement and Integration Manager at Essex CC  Emma Hanson, Head of Strategic Commissioning Adult Community Support, Kent CC; Chris Coffey, Head of Community & Preventative Services, Porchlight; Catronia Toms Head of Health and Wellbeing, Shaw Trust  Nick Dixon, Commissioning Manager, Stockport MBC
<b>12.15 - 12.45</b>	<b>Table discussions – how do we make quality conversations a reality?</b>	Led by the morning's speakers who have experience in good conversations for better outcomes at a local level.
<b>12.45 – 13.30</b>	<b>Lunch</b>	
<b>13.30 - 13.55</b>	<b>'Quality Matters - working together to improve quality of social care'</b>	Sharon Allen & Clenton Farquharson MBE (TBC)
<b>13.55 – 14.55</b>	<b>Perspectives on Outcomes-based commissioning: the promise and the reality</b>	Doug Shepherdigian, CEO, Atlantic Customer Solutions  Professor John Bolton, Institute for Public Care
<b>14.55 – 15.10</b>	<b>Refreshments</b>	
<b>15.05 – 15.45</b>	<b>Panel discussion – overcoming the challenges and realising the opportunities of outcome-based commissioning</b>	Doug Sheperdigian and John Bolton
<b>15.45 – 16.00</b>	<b>Round up and next steps</b>	<b>Sharon Allen and Bill Davidson</b> <i>(Co-chairs of the NMDQF)</i>
<b>16.00</b>	<b>Close</b>	