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# EVOLUTION TO RESOLUTION

**HCA National Leadership & Development Forum 2019**

Thursday 11th - Friday 12th April 2019 - Celtic Manor Resort, Newport



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**Peter Jones**

Forum Secretary 2019

## Croeso i Gymru - or welcome to Wales!

**The Wales branch are delighted to be hosting the 2019 HCA National Leadership & Development Forum and look forward to welcoming you to our beautiful nation.**

After 18 months of planning we can't believe that the time is finally here and we are on the brink of receiving colleagues, suppliers and guests to Celtic Manor Resort.

Following last year's feedback from forum delegates and exhibitors we decided as a Forum Management Team that it was time to ask the membership of the HCA about what was important to them, what they wanted to be discussed and how they wanted us to change the format of their national event. The response was overwhelming and with the guidance and input of the National Executive and Council, our President Lord Hunt and our Vice-Presidents Mark Hayman and Alison McCree we have a programme that we believe you will find informative and refreshing.

Our theme for 2019 is EVOLUTION TO RESOLUTION and our plan is to give a platform to change in many ways. The programme will cover the issues that our member research has indicated as being of vital importance to improving the catering service in hospitals.

Hosted once again by the energetic Roy Lilley, ever ready to challenge and confront the key issues, we start proceedings with a presentation from the CEO of NHS Wales, Dr Andrew Goodhall. We are sure he will pose a number of questions and areas for discussion that will carry through the theme of the Forum. We will be introduced to the results of the 'Model Ward' project at the Cardiff and Vale UHB with a chance to sample some of the food that is served there.

Professor Jean White, Chief Nursing Officer for Wales talks to us about the 'Power of Three' before joining a panel including Hugh Jones from WRAP to discuss waste reduction. We have had a number of passionate debates on this subject in our planning meetings and it is time we challenged ourselves to work out the best route to reducing plate as well as production waste. We know this is controversial, but it is our duty as the leading hospital caterers in the UK to work together to provide the 'power brokers' with the best possible guidance to achieve reductions before they impose unfeasible targets on us.

The theme of improvement will carry in to the Friday when Simon Corben from NHS Improvements will give his view on waste and other areas of the service. This will be followed by presentations looking at how we increase the use of healthy and nutritious vegetables in our dishes, maximise the commercial opportunities hospital visitors and staff provide, better promote the image of hospital food and best leverage the benefits that the procurement bodies offer us in each nation.



EVOLUTION **TO** RESOLUTION

Legendary Welsh rugby referee Nigel Owens will join us on the Thursday to tell a few stories, but also to tackle the crucial issue of inclusion in the workplace and living with eating disorders. Finishing the forum is 'Big' Phil Champion an ex SAS soldier who will move and excite us with some stories not to be missed.

We have made some changes for the exhibitors as well. Not only will they get the chance to meet and ask questions of the key procurement agencies across the four nations but they have also been given the chance to participate in a 'meet the buyer' session on the Wednesday afternoon. Delegates arriving on Wednesday are invited to join this session, where you will get to meet 5-6 of the exhibitors for a 10 minute meeting to hear about new products and services. This is a great chance to gain a bit more information and ensure you have time to meet other exhibitors on their stands during the following two days.

We have listened to your feedback from past Forums and Lord Hunt has made the decision to freshen up his President's dinner. Expect a slicker, more exciting format with some interactivity, a few surprises and fewer speeches! We will be raising money for our nominated charities, Ty Hafan Childrens' Hospice and Dementia UK along with the usual raffle we will be adding something a little more fun so make sure you bring at least a couple of £10 notes to join in and support these amazing causes.

After two or more days of learning, networking and debate we will relax with a Rock Music themed Branch dinner. There will of course be a few surprises and a lot of merriment and entertainment to be had along the way....

The Forum is your event, we have listened to your concerns and challenges and have designed an event programme that will help to address some of these and at least give you food for thought and ideas to take back to your workplace. The NHS is a fantastic institution envied across the globe and we are all a vital part of it. Healthy and nutritious food is the best form of medicine and we need to support, encourage and share knowledge with each other to ensure that we are all providing the best possible service we can.

I look forward to seeing you over the next few days.

**Peter Jones**

HCA Forum Secretary 2019

## FORUM PROGRAMME

### Wednesday 10th April 2019

**15.30 Meet the Buyer sessions** – Caernarfon Foyer, Level C1

**19.30 Informal Dinner** – Augusta Suite, Roman Road Clubhouse  
The hotel operates a shuttle service from the main hotel foyer to the Roman Road clubhouse or it is a 5 minute walk. A return shuttle is also in operation.

### Thursday 11th April 2019

**08.00 Registration opens** – Caernarfon Foyer, Level C1

**08.30 Exhibition opens** – Exhibition Hall, Level C

**11.00 – 11.30**

**Opening of the Forum** – Caernarfon Suite, Level C1

**The Rt Hon Lord Hunt of Kings Heath PC OBE**, HCA President

**Roy Lilley**, Forum Facilitator

**Peter Jones**, FMT 2019 Secretary. The Wales FMT conducted a member's research project at the start of the planning process for the 2019 Forum to find out members' views on the Association and how it works for them – Peter will update delegates on the research findings and how this was used to shape the Forum programme.

**11.30 – 12.00**

**Keynote address – Evolution to Resolution**

**Dr Andrew Goodall** – CEO, NHS Wales

The theme for our Forum is Evolution to Resolution looking at the changes facing members and how we can work together to achieve resolution in implementing these. During this keynote session, Dr Andrew Goodall will offer insight into the strategies within NHS Wales which could benefit from a four nation's approach including the introduction and roll out of the All Wales National Menu.

**12.00 – 12.30**

**Life from the Frontline**

**Judyth Jenkins MBE**, Lead Dietitian, Cardiff Vale UHB

**Rebecca Aylward**, Chief Nurse, Cardiff Vale UHB

Following the presentation on the Model Ward project at last year's Forum, Judyth and Rebecca will update delegates on the continuing work at Cardiff Vale UHB. The session will include a video from the hospital with key stakeholders' take on the project including dietitians, nurses and caterers.

**12.30 – 14.00**

**Lunch and exhibition viewing**

Exhibition Hall, Level C

**14.00 – 15.00**

**Inclusion in the Workplace**

**Nigel Owens MBE**

Best known as a rugby union referee, Nigel Owens implements rules fairly but allows the game to flow; he imposes his authority – but he isn't afraid to show a sense of humour on the pitch. He's also the only openly gay official in what's seen as an especially macho sport and

has spoken recently about his struggles with an eating disorder. In his presentation, Nigel will talk about the hurdles he had to overcome, and the skills you require to make tough decisions with tough characters.

**15.00 – 16.00**

**Afternoon tea and exhibition viewing**

Exhibition Hall, Level C

**16.00 – 16.20**

**Power of Three – the Nurses' Perspective**

**Professor Jean White**, Chief Nursing Officer, Wales

The Power of Three is one of the hospital caterer's biggest campaigns to bring clinicians, dietitians and nurses together to improve the patient feeding experience. Jean will give the nurses' perspective on this key initiative and how this can be developed further and possibly improved

**16.20 – 17.15**

**Waste reduction session followed by panel discussion**

**Hugh Jones** from WRAP will present on ways to reduce food waste in hospitals and the cost savings to the NHS which can be used for other initiatives eg recruitment of ward managers.

This will be followed by a panel discussion, panellists will include:

**Professor Jean White**

**Judyth Jenkins MBE**

**Andy Jones**, HCA lead on reducing waste

**17.15 Day one closes**

**18.45 VIP drinks reception** – Caernarfon Foyer, Level C1

**19.15 Drinks reception** – Caernarfon Foyer, Level C1

**19.45 President's Dinner including the HCA Awards** – Caernarfon Suite, Level C1

**Friday 12th April 2019**

**08.00 Registration opens** – Caernarfon Foyer, Level C1

**08.30 Exhibition opens** – Exhibition Hall, Level C

**09.15 – 10.00 AGM including the handover of National Chair's chain of office** (HCA members only) Caernarfon Suite, Level C1

**10.00 – 10.30**

**Coffee break and exhibition viewing**

Exhibition Hall, Level C

**10.30 Forum day two opens – Caernarfon Suite, Level C1**

Review of **Stewart McKenzie's** two years as HCA Chair

**Review of day one and day two opens**

**Roy Lilley**, Forum Facilitator

**10.40 – 11.15**

**Friday Keynote Address – Policy update**

**Simon Corben**, NHS Improvements

Simon's session will cover NHS Improvements' plans for hospital catering including the planned review of hospital food standards and the plans to introduce nutrition training for medical staff announced in the NHS 10 year plan this January through to managing plate and production waste, plastic use reduction and sustainability.

**11.15 – 11.45**

**The Food Foundation**

**Jo Ralling**, Food Foundation

With healthy eating firmly on the agenda, Jo will update delegates on two key Food Foundation campaigns – Peas Please and Eat Them to Defeat Them, their 10 week advertising campaign running this spring.

**11.45 – 12.15**

**Developing Good Governance – For You, With You**

**Alison McCree and Mark Hayman**, HCA Vice Presidents

Good governance encompasses the processes by which organisations are directed, controlled and held to account. It includes the authority, accountability, leadership, direction and control exercised in an organisation. The benefits of good governance should be attractive to all organisations as it plays a key role in building a positive reputation and a healthy culture. The HCA Vice Presidents Mark Hayman and Alison McCree will provide a high level overview of the Governance Code currently being developed for the Association.

**12.15 – 13.00**

**Improving your staff and visitor offer**

**Julian Edwards**, Foodservice Consultants Society International (FCSI)

The FCSI work within the public sector to advise on their catering operation which for hospitals includes deciding whether to manage their visitor catering in-house or outsource to a high street operation. Julian will put the case for both options to delegates during his presentation.

**William Cook**, Dietitian; **Laura Tighe**, Retail Director;

**David Harris**, Contract Director – Elior UK

Contract caterer Elior have successfully rolled out their Eatwell brand into hospitals covering both visitor and staff feeding; find out more from the Elior team on the lessons they identified as part of this process.

**13.00 – 14.15**

**Lunch and exhibition viewing, presentation of stand prizes**

Exhibition Hall, Level C

**14.15 – 14.45**

**Improving the image of Hospital food**

**Gail Walker**, Open Door PR

The public perception of hospital food is often a far cry from what caterers deliver every day to patients, staff and visitors – hear from Gail on how Open Door PR are working with the HCA to improve the image of hospital food to the wider world.

**14.45 – 15.45**

**Simplifying the Procurement Maze**

England – **Charlie Hudson**, Head of Procurement, NHS Supply Chain: Food.

Wales – **Keir Warner**, Head of Sourcing, NHS Wales Shared Services Partnership - Procurement Services

Scotland – **Martin Street**, Strategic Sourcing Director for Procurement, Commissioning and Facilities within NHS National Services Scotland

Northern Ireland – **Florence McAlister**, Business Services

Organisation Procurement and Logistics Service Northern Ireland

Each of the four nations has its own procurement strategy for hospital caterers. What are the common themes running through the four nations and, more importantly, what are other nations doing to improve procurement that could be adapted across the board?

**15.45 – 16.30**

**Closing presentation – achieving the remarkable against the odds**

**'Big' Phil Campion**

After being given up for adoption at birth, Phil ended up with violent adoptive parents and was sent to a series of children's homes. He left school at 16 and with no qualifications to his name, he saw himself as fit for one thing only - the life of a soldier.

He joined the Royal Hampshires and in spite of such a challenging start, went on to extraordinary achievements, passing both the Royal Marines Commando selection and the Parachute Regiment, before going for the ultimate - selection into the Special Air Service (22 SAS). Having served with distinction in many cutting edge combat operations in the SAS, he moved on to working the private military circuit and became a global gun for hire. He propelled himself to the top of his game and commanded teams of up to 100 private military operators around the globe, inventing a digital dog tag that has revolutionized personal security and medical care in remote danger zones.

Phil's story is one of enormous inspiration, proving how the human spirit can endure against all odds and achieve the remarkable.

**16.30 – 16.45 Official forum close and branch handover**

**19.00 Branch dinner drinks reception**

Caernarfon Foyer, Level C1

**19.45 Branch Dinner**

Caernarfon Suite, Level C1

## FORUM FACILITATOR



### Roy Lilley

Roy Lilley started his first enterprise from scratch, built it to a multi-million pound turnover and sold it to management and partners in 1989.

He is now an established, independent health policy analyst, writer, broadcaster and commentator on health and social issues. Previously, a Visiting Fellow at the Management School, Imperial College London and formerly at the Centre for Health Services Management at the University of Nottingham, he also provides consultancy to NHS organisations and the companies that provide products and services to the health service.

He was the vice-chairman of West Surrey and North East Hampshire Health Authority and formerly a member of Surrey Heath Borough Council holding the position of Mayor in 1988/89. Between 1991 and 1995, Roy was the chairman of the Homewood NHS Trust, Chertsey Surrey, a first wave Trust with responsibility for people with a learning disability and mental health problems.

Roy was a founder member of the NHS Trust Federation and held the positions of Chairman of the Supplies and Purchasing Standing Committee and Chairmanship of the Standing Committee on HR Issues. He has been a member of the NHS Steering Group on women's issues and a member of the NHS Training Executive's Group on training Boards and Non-Executive Directors.

In 2015 Roy founded the Academy of Fabulous Stuff – a non-profit organisation dedicated to sharing all the fabulous things about the NHS. The Academy works as a collaboration to ensure best practice examples, great ideas and service solutions are available to all.

## SPEAKER PROFILES



### Peter Jones

#### Forum Secretary 2019

Peter Jones is a Facilities Manager for Abertawe Bro Morgannwg University Health Board (ABMU). Peter is responsible for catering, portering, security, cleaning and linen services across the Bridgend area, which incorporates Princess of Wales Hospital, Glanrhyd Hospital, Maesteg Hospital and local community premises.

Peter joined the NHS in 2002 having previously worked in the private sector as a chef with Forte, Sutcliffe Catering and Sodexo before joining Eurest Compass Group as Head Chef. Peter was nominated to represent the Welsh Team at Salon Culinaires and was selected for the Chef Manager Development Programme winning candidate of the year. Peter then continued his managerial career in Safeway, before joining ABMU as Deputy Catering Manager in Singleton Hospital.

A multi site role followed in 2004 as Commercial Catering Manager, followed by Operational Catering Manager at Morriston Hospital Swansea. Peter commenced his current role in 2011 and has enjoyed the new challenges this role brings which incorporates services that, "...have taken me out of my catering comfort zone."

Peter held the HCA Welsh Branch Chair role for 4 years and played a significant role in assisting with the 2013 conference.

On a personal note, Peter enjoys his family time, spending as much time as possible in his "bolt-hole by the sea" in West Wales and he is an avid rugby union fan, spending countless hours supporting his beloved Llanelli Scarlets and of course Wales.



### Dr Andrew Goodall

#### Director General of Health and Social Services/Chief Executive, NHS Wales

Dr Andrew Goodall was appointed to the role of Director General of Health and Social Services/Chief Executive NHS Wales in June 2014. His role includes both supporting Ministerial priorities for health and social care within the Civil Service structures, and the leadership and oversight of NHS Wales.

Including this current role, Andrew has been an NHS Chief Executive in Wales for 13 years, his previous post being that of Chief Executive of Aneurin Bevan University Health Board, a position held from the Health Board's inception in October 2009 until 2014.

During his 27 year NHS career, Andrew has held planning and operational positions across a number of NHS organisations across South Wales as well as national roles. He has particular areas of interest in improving patient safety, quality and patient experience; partnership working across Public Services; and delivering frontline services through service improvement and modernisation.

Dr Goodall has a law degree from Essex University and a PhD in Health Service Management from Cardiff Business School.



## SPEAKER PROFILES



### **Judyth Jenkins RD MBA FBDA, MBE**

#### **Head of Nutrition and Dietetic Services, Cardiff and Vale NHS UHB**

Judyth qualified as a Dietitian in 1977 and was appointed Head of Nutrition and Dietetic Services in Cardiff and Vale UHB in December 2000. Judyth was awarded a Masters in Business Administration in 1997. Judyth has been involved in a number of strategic nutritional service developments including the All Wales Menu framework and the food and fluid charts and developments in her Health Board, recognised as improving nutrition and dietetic service provision from public health to complex tertiary care.

She currently serves on committees at local, All Wales and National level. She is vice chair and professional representative of the Welsh Government Therapies Advisory Committee. Judyth was awarded a fellowship of the British Dietetic Association in 2008 in recognition of her ongoing contributions to advancing the profession and practise of Dietetics and an MBE in the New Years Honours list 2015 for services to People's Health and Well being in Wales.



### **Rebecca Aylward**

#### **Nurse Director, Medicine Clinical Board, Cardiff and Vale NHS UHB**

Rebecca has 30 years' experience as a Registered Nurse, educated to Masters level. During her career, she has worked in London and Wales both in private and NHS organisations. Rebecca is currently the Nurse Director of the Medicine Clinical Board at Cardiff and Vale University Health Board. She always has and will continue to place the patient at the centre of care and ensure the fundamental but most important aspects of nursing care are integral to healthcare delivery. Rebecca was proud to receive Royal College of Nursing, Chief Nursing officer Nurse of the Year award for Leadership 2018, which was in recognition for varied patient focused initiatives she has been involved with.



### **Nigel Owens MBE**

Nigel Owens is widely acknowledged as the best referee in rugby union. His decision-making, approach to dealing with players, knowledge and interpretation of the rules is acclaimed by players, coaches and commentators. He is also the sport's only openly gay official.

First officiating on the international stage in a game between Ireland and Japan, Nigel oversaw his first World Cup match two years later in France. At club level he took charge of two consecutive Heineken Cup finals (one of only two referees to do so) and has overseen more European matches than anyone else.

Nigel quickly gained a reputation for being able to implement the rules in such a way as to be fair, and also to allow the flow of the game. He won the respect of all involved in the game and mixed judicious rulings with humour and authority on the pitch. Privately, Nigel struggled with conflicts between his sexuality and some of the attitudes in the world of rugby. Despite considering extreme courses of action, he eventually made his personal life public, and with the exception of some ignorant comments from the stands and on social media, was widely supported by figures within and outside of rugby.

Away from the pitch Nigel has gone on to host chat shows and quiz programmes for the Welsh-language broadcaster S4C, and is arguably rugby's most famous referee. When he was given charge of the 2015 World Cup final, approval of his appointment was almost universal and after the Australia/New Zealand game his role was praised by all. Nigel speaks about his personal story, as well as the traits needed to command on the pitch, how to take tough decisions and deal with tough characters.



### **Prof Jean White CBE MSIJ**

#### **Chief Nursing Officer (Wales)/Nurse Director NHS Wales**

Prof Jean White CBE was appointed as Chief Nursing Officer for Wales in October 2010. Welsh by birth, she trained as a general nurse in Swansea and practised as a theatre nurse in Wales and London. Jean has held positions in nurse education, at the Welsh National Board, Health Professions Wales and Welsh Government. Jean has worked with a number of European Governments and is currently an expert adviser to WHO European Region.

Since appointment as CNO her main priority has been on developing the nursing and midwifery workforce in Wales and is currently engaged in implementing the Nurse Staffing Levels (Wales) Act 2016.

Jean is an Honorary Visiting Professor to the School of Nursing and Midwifery Studies, Cardiff University, Visiting Professor to University of South Wales, Fellow of Swansea University, Fellow of Bangor University and was made Fellow of the Queen's Nursing Institute in November 2016. She was acknowledged in the inaugural Nursing Times Nurse Leaders 2014 list. She was awarded a CBE in the 2017 Queen's Birthday's Honours list and became a Member of the Order of St John in 2018.

## SPEAKER PROFILES



### **Hugh Jones**

#### **WRAP (Waste and Resources Action Programme)**

Hugh Jones is WRAP's Sector Specialist for Food Waste Prevention in Wales; WRAP's vision is a world in which resources are used sustainably.

Hugh is responsible in Wales for delivering the Courtauld Commitment 2025 (C2025)'s ambitious, collaborative action to cut the resource needed to provide the UK's food and drink by 20% over ten years. This includes implementation of the "Your Business is Food – don't throw it away" suite of resources to deliver cost savings through food waste prevention to hospitality, tourism and food service businesses and promotion of the Food Waste Reduction Roadmap encouraging businesses to Target, Measure and Act on their food waste.

As part of this responsibility Hugh has worked closely with the Hospital Caterers Association and the Welsh Health Boards to develop health sector specific resources aimed at driving down food waste. Hugh is also a member of the NHS Improvement's Food Standards and Strategy Group.



### **Andy Jones**

#### **AJ Associates**

Andy has been a stalwart of patient catering for over 30 years starting as a City & Guild Chef with a flair for pastry, rising to head chef then stepped into management in 1989 holding various positions from catering manager to Training and Development Manager for Estates and Facilities. Andy joined ISS in 1994, holding various operational roles, before assuming Director of Catering in 1999, which involved specifying and designing kitchens from cook chill to traditional. 2007 saw Andy take up the role of Service Development Director for ISS, responsible for the whole healthcare product development and innovation- where the word Impossible was banned!

Currently a Consultant in the public sector, Andy is using his knowledge to improve not just services, but working with companies on innovation.

Andy is part of the new HCA taskforce leading on waste in hospitals with the aim of producing a toolkit for caterers across all NHS sites to use.



### **Simon Corben**

#### **Director and Head of Profession NHS Estates and Facilities, NHS Improvement**

After some 16 years in the private sector, advising the NHS and successfully growing and managing a team of property, clinical planning consultants and analysts, Simon has returned to the Public Sector to head up Estates and Facilities across the NHS. The role at NHS Improvement (NHSI) is one that he relishes, building on the good work that Peter Sellars has done with regard to the Carter Implementation Programme, he is keen to now take the team forward to provide the toolkit and expertise to assist the NHS in the next stage of delivering the improvements as set out in the Five Year Forward View next steps document and the Naylor Report.

Since joining NHSI in May 2017, Simon has recruited and team aligned to the 5 core Initiatives, of Commercial Acumen, Workforce, Operational Efficiency, standardisation and strategy.

In addition Simon and the team have:

- Undertaken over 60 Face-2-Face site visits with NHS trusts
- Headed up the NHS delivery of a successful response of the NHS to the Grenfell tragedy
- Met with many stakeholders in the NHS estate including the devolved nation leads
- Undertaken a revision of the Estates and Facilities data collections
- Undertaken 5 regional workshops with 200 attendees from the NHS
- Delivered an improved Model Hospital metrics for NHS Estates and Facilities
- Represented the NHS on the Estates Programme Board chaired by Lord O'Shaughnessy

An accredited Gateway Reviewer and Project Director, Simon understands the need for commercial, innovative and deliverable solutions. In his role at NHS Improvement he is using his skills and experiences to bring fresh ideas and drive to improve the quality and efficiency of Estates and Facilities Management across the NHS.



## SPEAKER PROFILES



### **Jo Ralling**

#### **Head of Communications, Food Foundation**

Jo joined the Food Foundation as Head of Communications in April 2018. Jo is a passionate media and campaigns executive specialising in consumer health and public advocacy campaigns with over 20 years' experience working across all areas of Broadcast, Digital and Print Media.

In the past 11 years Jo has held leadership positions in the Jamie Oliver Group driving growth for the media group, overseeing all television production and distribution of over 300 hours of programming, creating the global digital strategy and setting up the hugely successful Multi Channel Network Food and Drinks Tube. She launched the Sugar Smart campaign for the Jamie Oliver Food Foundation and played a pivotal role in delivering the UK and global advocacy campaign to raise awareness of the dangers of sugar to long term public health and lobbying the Government to urgently introduce a Childhood Obesity Strategy and Sugar Tax.

In October 2017 Jo launched Rising Tide Films, an Independent Production Company based in Brighton and set up the Brighton Production Hub to connect production talent and broadcasters across the city.



### **Julian Edwards**

#### **Former Chair, FCSI UK & Ireland**

Julian is the current past chair of the FCSI (UK&I) a Fellow of the Institute of Hospitality, Certified Food Service Professional (CFSP) and the CEO of the national allergy aware scheme: Allergen Accreditation.

He advises organisations on optimising their catering services by means of best value tendering and reviews. Design and planning for new restaurant and refurbishments also forms part of his work as well as administering the Allergen Accreditation scheme in schools, hospitals, B&I and the general catering sector.

Current projects and activities feature heavily on collaboration with other organisation, sharing best practise and helping to raise standards across the food service sector.

Julian has worked in welfare and education catering for some 25 years. 2019 represents his 23rd anniversary as an independent food service consultant, prior to which he was a chef and operations manager at various contract caterers. He studied at Neath Tech, South Wales in the 1980's after a stint as a head chef and has never the left the food industry!



### **William Cook**

#### **Head of Nutrition and Dietetics, Elior UK**

Will has worked as a dietitian for over fifteen years. He started his career as a clinical dietitian in the NHS before an interest in research led him to undertake a PhD at the University of Cambridge, investigating iron absorption in patients with inflammatory bowel disease. He subsequently worked as a research dietitian both in industry and academia, including research studies conducted in prisons- looking at the effect of nutrition on behaviour; and care homes- investigating malnutrition. Since 2012 he has moved from the 'theoretical' to the 'practical' side, working as a Head of Nutrition and Dietetics in food service for Elior UK, where he combines his passions of research, food, nutrition and health to develop and support company-wide activities across all business areas, including healthcare and retail healthcare.



### **Laura Tighe**

#### **Regional Managing Director, Elior UK**

Laura has responsibility for the Elior Retail Hospital and Retail Division, she joined Elior in 2005, gaining a wealth of experience working in various divisions across their extensive portfolio, before being promoted to her current role in 2018.

She holds various industry-related qualifications, including an HND in Hotel, Catering and Institutional Management from Brighton University.

Laura is proactive and skilled at building and developing client relationships and adept at ensuring the effective mobilisation of new sites and training and supporting teams to achieve their targets and deliver an exceptional customer experience.

## SPEAKER PROFILES



### **David Harris**

#### **Contracts Director, Elior UK**

David Harris has over 15 years' experience in the catering industry and has a wealth of professional and business qualifications to supplement his experience and so understands every element required for a successful mobilisation.

David is passionate about the industry and works hard to develop his teams to provide the best possible service and offer and was previously nominated as Manager of the Year at the Elior Awards for Excellence. He has excellent financial judgement and the ability to build and maintain key client and supplier relationships through strategic marketing, tactical sales, and account management.



### **Gail Walker**

#### **Director, Open Door PR**

A trained writer with a BA(Hons) in English Literature, Gail worked as music publicist for industry heavyweights Sony, Universal and Ministry of Sound. Here she secured numerous number one hits and helped create global stars.

She went on to join an international London-based consumer PR agency where she ran creative campaigns for FTSE 250 and blue-chip brands.

In 2008, she started her own lifestyle agency, Open Door PR. Focusing on music and luxury brands, she represented the Beaufort Polo Club and the universally acclaimed Beaufort Festival of Polo. This involved working closely with St James's Palace, The Duke of Cambridge and Prince Harry.

In 2014 the business moved into food service and now represents some of the most influential hospitality organisations in the industry, including the Craft Guild of Chefs, The University Caterers Organisation and the Hospital Caterers Association. Gail is a member of the PRCA



### **Charlie Hudson**

#### **Head of Procurement, NHS Supply Chain: Food**

Charlie has spent eleven years in the food industry, moving through the ranks in Compass Group. After gaining his BSc (Hons) in Business and Hospitality Management, he started his career as a Trainee Catering Manager, working his way to the procurement function, where over the last six years he has become an influential leader in strategic sourcing for Foodbuy.

Charlie has held various roles and led key projects, taking responsibility for Foodbuy's strategic sourcing team for food where he managed c.£500m spend. In this role, he achieved savings of up to 13% across all food categories as a result of extensive supplier reviews and product rationalisation.

Now Head of Procurement for Foodbuy's largest external client contract, NHS Supply Chain: Food, Charlie leads a team of dedicated procurement experts working to make the new operating model a success. In this role, he applies his expertise to demonstrate savings on behalf of NHS Supply Chain.

His operational background within catering has given him an excellent insight into the impact of sourcing decisions, and he is committed to providing solutions that drive benefits for suppliers, trusts and the NHS.



### **Keir Warner**

#### **Head of Sourcing – Non Medical and Maintenance, NWSSP Procurement Services**

Keir is the Head of Sourcing for Non-Medical and Maintenance at the NHS Wales Shared Services Partnership. Keir has overall responsibility for strategic procurement activity covering catering, agency staffing, utilities, fleet & transport, equipment maintenance and corporate services and estates. Keir was responsible for the deployment of the All Wales Nutritional standards and the All Wales Menu Framework within NHS Wales catering contracts and continues to be involved in the management of these areas of work.

Other recent projects delivered include the procurement of an NHS Wales solution for the collection and disposal of clinical waste which significantly increased the volume of by-product that is able to be re-purposed and the delivery of a collaborative Needle Exchange programme for Wales, in conjunction with the Police and third sector.

Keir is currently the chair of the NWSSP Procurement Services Sustainable procurement corporate group which has delivered a programme of work which supports the procurement of goods and services across the NHS in Wales.



## SPEAKER PROFILES



### Martin Street

#### Strategic Sourcing Director, NHS National Services Scotland

Martin's a geneticist by background and a qualified brewer, starting his working career with Scottish & Newcastle. After a number of years as a brewer, he moved into general management and procurement, eventually becoming Head of Procurement for indirect spend in the enlarged, international S&N organisation.

In 2004, Martin left and worked for two Scottish banks, before moving to HSBC in 2008 to transform their UK Procurement team. In 2012, Martin moved to a global role to make HSBC Procurement a single global function, operating in over 70 countries. He put together a team to focus on process development, automation tools, creating a Procurement Academy and optimising the use of HSBC's offshore centres of excellence.

After the successful delivery of this, he left HSBC and joined NHS Scotland in January 2017 to lead the National Procurement team and bring external best practice knowledge to the public sector.



### Florence McAllister BA(HONS) MSC MCIPS

#### Acting Head of Non-Clinical Procurement, Business Services Organisation's Procurement and Logistics Service

Florence works for the Business Services Organisation's Procurement and Logistics Service, which provides shared procurement and logistics services to Northern Ireland's health service, and is currently their Acting Head of Non-Clinical Procurement covering a diverse portfolio of contracts as well as taking senior advisory responsibility for three Health and Social Care Trusts.

With over 30 years' experience in public procurement, 19 of which involving food procurement, Florence brings a unique insight to the changes that have taken place in procuring food and has been the lead officer for healthcare food procurement through national scandals involving horsemeat and foot and mouth.



### Phil Campion

Phil Campion was given up for adoption at birth. He ended up with violent adoptive parents and was sent to a series of children's homes. He left school at 16 and with no qualifications to his name, he saw himself as fit for one thing only - the life of a soldier. He joined the Royal Hampshire's (now the Princess of Wales Royal Regiment), and in spite of such a challenging start in life, Phil went on to extraordinary achievements. He became one of the few British soldiers ever to pass both the Royal Marines Commando selection and the Parachute Regiment, before going for the ultimate challenge - selection into the Special Air Service (22 SAS).

Having served with distinction in many cutting edge combat operations in the SAS, he moved on to working the private military circuit and became a global gun for hire. He propelled himself to the top of his game and commanded teams of up to 100 private military operators around the globe.

Partly as a result of such experiences he invented a digital dog tag that has revolutionized personal security and medical care in remote danger zones.

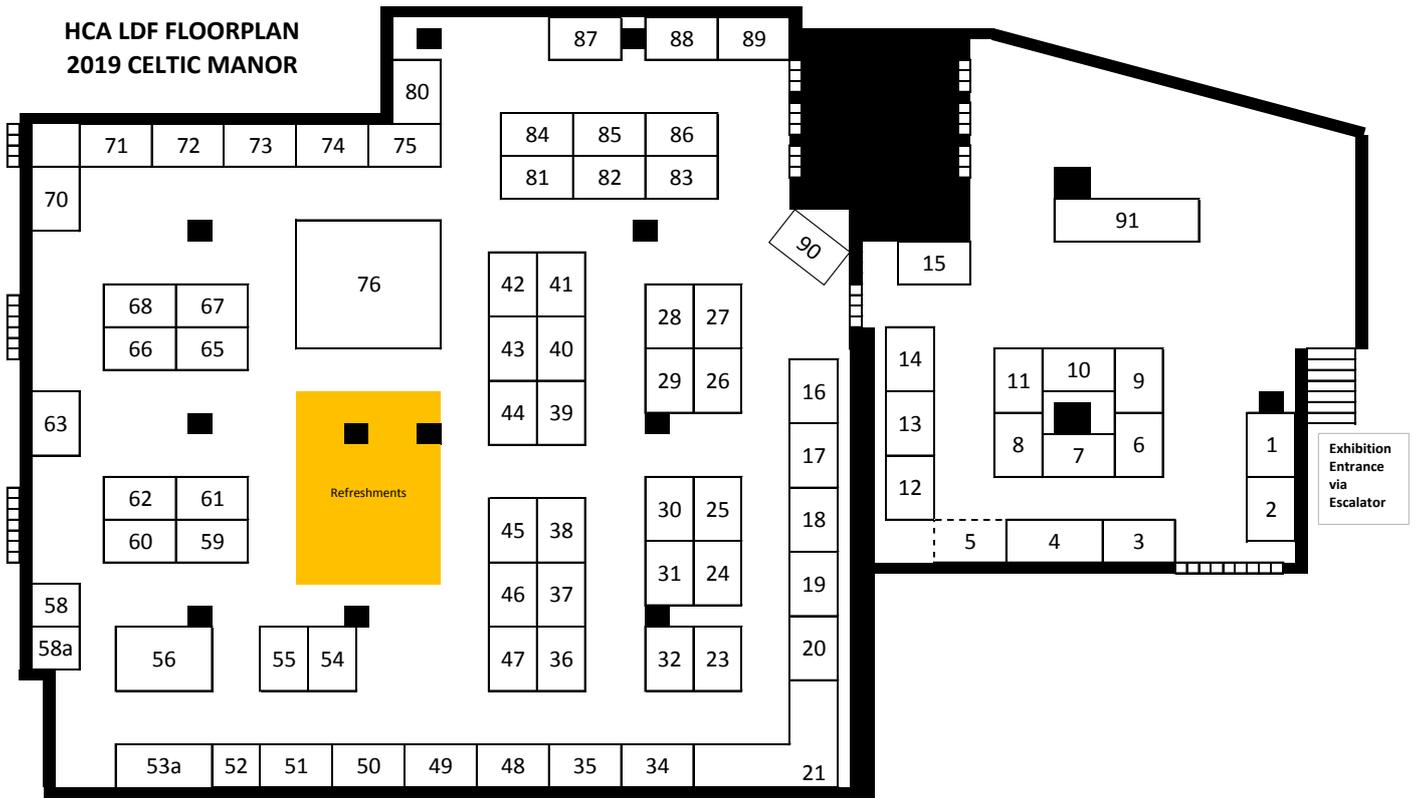
Phil's story is one of enormous inspiration, proving how the human spirit can endure against all odds and achieve the remarkable. His examples and lessons learned from a life in the military elite have wide resonance for businesses, companies and other organizations today.

'Big' Phil Campion is a highly sought after speaker. With so many fascinating and indeed fearsome stories he is able to inspire, educate and amuse in equal measure.



Roy Lilley	@RoyLilley @FabNHSSstuff	Julian Edwards	@AllergenAwareUK
Dr Andrew Goodall	@nhsgoodalla	William Cook	@elioruk
Judyth Jenkins MBE & Rebecca Aylward	@CV_UHB	Laura Tighe	@tighe_laura @elioruk
Nigel Owens MBE	@Nigelrefowens	David Harris	@davidharris1982 @elioruk
Professor Jean White	@JWCNO	Gail Walker	@OpenDoorPR
Hugh Jones	@WRAP_UK	Charlie Hudson	@NHSSupplyChain
Andy Jones	@mynameisAndyJ	Kier Warner	@NWSSP
Simon Corben	@NHSImprovement	Martin Street	@NHSNS
Jo Ralling	@joralling @Food_Foundation	Phil Campion	@bigphilcampion
Alison McCree & Mark Hayman	@hospitalcaterer		

# HCA 2019 FLOORPLAN



Company	Stand	Company	Stand	Company	Stand
Alliance National Ltd	4	Get More Vits	84	Reynolds	55
Anglia Crown	56	Handmade Speciality Products Ltd	75	R H Hall Foodservice Solutions	65
Apetito	HS 76	Harfield Tableware	81	Robot Coupe	13
BGL Rieber Ltd	74	Harrogate Spring Water	2	Seabrook Crisps	90
Bidfood	88	Hobart UK	59	Snowshock	52
BioStore Ltd	19	Hupfer	63	Socamel	67
Boka Foods	54	iChef Vending Ltd	12	Soreen	34
Bosse Interspace	60	Inhouse Manager Limited	47	Spearmark Health	24
Brakes	43	JDE Professional	82	Swan Retail Ltd	8
Bridge Valley Group	1	Kitchequip	42	Synbiotix	71
Britvic Soft Drinks Ltd	40	Labfacility	50	The Good Food Chain Ltd	HS 46
Burlodge Ltd	HS 44	Lincat, IMC and Britannia	85	The Healthy Food Company	49
Burts Potato Chips Limited	73	LoSalt Reduced Sodium Salt	53	The Punjab Kitchen Ltd	89
Cambro Manufacturing	21	Maidaid Halcyon Ltd	18	The Real Wrap Co	5
Castell Howell Foods Ltd	HS 91	Major International Ltd	11	The Vending People	31
Cooldelight Desserts Ltd	7	McCain Foods GB Ltd	37	Tillery Valley Foods Ltd	83
Datasym UK Ltd	61	Meiko UK Ltd	48	TUCO	58
Devapo	58a	MKN UK	28	Victor Manufacturing	72
Dietary Foods Ltd - Sweet'N Low	20	Nestlé Cereals	16	Vit Hit	3
Diversey	9	Nestlé Professional UK & Ireland	26	Weetabix Ltd	25
e-foods Ltd	70	NH Case Limited	38	Welbilt UK Ltd	15
E + R Moffat Ltd	27	NHS Supply Chain: Food	HS 35	Welsh Hills Bakery Ltd	86
EasiYo Products	66	NHS Supply Chain: Hotel Services	80	Winterhalter Ltd	51
Ecolab Arpal	36	On a Roll Sandwich Co. Ltd	41	Yearsley Frozen Foods	62
Electrolux Professional	32	Paterson Arran Ltd	23	Yeo Valley Farms (Production) Ltd	30
Essential Cuisine Ltd	87	Premier Foods	HS 45		
Foster Refrigerator	14	Proper Cornish	68		
Fresh Fayre	17	Rational UK Ltd	10		
Fretwell-Downing Hospitality	39	Refreshment Systems	29		

HS = HEADLINE SPONSOR



EVOLUTION <sup>to</sup> RESOLUTION

## WALES BRANCH CHARITIES 2019

### **The Wales branch will be collecting donations for two charities - Tŷ Hafan Children's Hospice and Dementia UK.**

There will be a raffle during the President's dinner on Thursday evening plus a heads and tails game – with a twist! Raffle tickets will be £10 each, an additional £10 to take part in the heads and tails game.

#### **Tŷ Hafan Children's Hospice**

Tŷ Hafan is a leading Welsh children's charity which provides comfort, care and support to children with life-limiting conditions, along with their families. Through our vibrant hospice and diverse community programmes, we offer families short-break care and help them make the most of the time they have together; creating precious memories and ensuring a short life is a full life. And when a child is close to the end of their life, Tŷ Hafan becomes a family's safe haven, by their side during their most difficult time and for as long as they need us. "



#### **Dementia UK**

Dementia UK provides specialist dementia support for families through our Admiral Nurse service. Thank you for helping us support these worthwhile causes.



## YOUR FORUM MANAGEMENT TEAM

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### **Peter Jones – Forum Secretary 2019**

Facilities Manager for Abertawe Bro Morgannwg University Health Board

Peter joined the NHS in 2002, having previously worked in the private sector as a chef. He undertook the Chef Manager Development Programme, which has enabled him to take on various managerial roles. He commenced his current role in 2011 and has enjoyed the challenges it brings that, "...have taken me out of my catering comfort zone."

Peter enjoys spending time at his 'bolt-hole by the sea' in west Wales and is an avid rugby union fan.

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### **Stephen Barnard**

Head of Catering Services and Food Safety Advisor for Cwm Taf University Health Board

Stephen joined the NHS in 1976 as head chef at Bronllys Hospital in Powys. He left the NHS in 1989 to experience contract management, working for Gardner Merchant and Sodexo before returning in 2002 as a catering manager. As Head of Catering Services he is responsible for patient catering, staff restaurants and in-house coffee shops throughout Cwm Taf.

Stephen enjoys country pursuits – shooting, fishing and working his dogs.

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### **Chris Church**

Chris joined the NHS in 1974 and moved onto the National Catering Management Training scheme in 1975.

His career saw him appointed as Catering Services Manager for the Bridgend Acute Hospitals in 1977 and after various reorganisations he moved into Hotel Services. He has also been a Fellow of the Institute of Hospitality and the Royal Society for Public Health.

Now retired, he spends time with his family, reading, travel and rugby.

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### **Sian Davies**

Sian studied hotel and catering management at Norwich City College between 1979 and 1982. Following this she worked within the Llanelli Dinefwr Health Unit as a Catering Supervisor and then Assistant Catering Manager, and then became Unit Catering Manager for the North Gwent Mental Health Unit.

Sian now works as Food Safety Advisor for Aneurin Bevan University Health Board, undertaking catering department and ward kitchen audits and training food handlers at levels 2, 3 and 4 in food safety. She is also a registered trainer with Highfield Awarding Body for Compliance and represents the Health Board on the All Wales Commodity Advisory group and the Welsh Microbiological Food

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### **Neil Hiddlestone**

Catering Manager, Abertawe Bro Morgannwg University Health Board

Neil began his career in the NHS in 1997 when he joined Singleton Hospital as a Catering Assistant. Now managing the catering department at Morriston Hospital, he is responsible for the patient food service and food provision to the community hospitals of Gorseinon, Llwyneryr and Ty Garngoch.

Outside of work, Neil enjoys DIY, playing golf, walking and spending time with his family.

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## YOUR FORUM MANAGEMENT TEAM



### **Val Landers**

After completing her Institutional Management Diploma (HCIMA), Val became Assistant Catering Manager at the Mount Pleasant Ministry of Pensions Hospital in Chepstow. Following this she was Catering Manager of St Lawrence Hospital, the regional Burns Unit for Wales. Val lived through many organisational changes and her role altered to include all Hotel Services and more. In 2007, she took voluntary redundancy from her final post of Site Facilities Manager for Chepstow.

Val now teaches cake decoration and sugarcraft and operates a very successful celebration cake business.



### **Claire Lewis**

Assistant Operational Services Manager for Blaenau Gwent & Caerphilly Borough

Claire joined the NHS in 1982 as a relief catering assistant covering four hospitals. She has worked her way up to Assistant Operational Services Manager and is a member of the Catering Advisory Group in Wales and an active member of the All Wales Menu Framework.

In her spare time Claire enjoys socialising with friends, attending concerts and running.



### **Craig Williams**

Food Support Officer, Singleton Hospital

Craig has worked in the NHS for 18 years, beginning his career in the catering department's distribution service at Morriston Hospital, then becoming the Stores Controller. In 2013 he was appointed Food Support Officer at Cefn Coed Hospital, then transferred to his current role at Singleton Hospital,

Craig is a keen Swansea City fan and never misses a game.



### **David Wissman**

David started his NHS career as an apprentice chef with the then South Glamorgan Health Authority. After the apprenticeship, he became a Chef at St David's Hospital in Cardiff and then at the University Hospital of Wales in 1990.

In 2000, David was promoted to Assistant Head Chef at the Central Production Unit, then Assistant CPU Manager and then became Assistant Catering and Restaurant Services Manager at Llandough Hospital. In 2015, David moved into housekeeping and ward-based catering, working as an Assistant Team Manager, and has just passed his ILM 3 in Facilities Management. He is currently studying to become an NVQ assessor.



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## EVOLUTION TO RESOLUTION

### HCA National Leadership & Development Forum 2019

#### SPONSORS

The Forum Management Team would like to thank and recognise the headline sponsors for their outstanding support helping to make this Leadership & Development Forum such a success.

