

MANAGING LONG TERM CONDITIONS

2010

15th & 16th April 2010, Harrogate International Centre

Over 1000
attendees
in 2009

**NOW
OVER
2 DAYS!**

The **UK's largest event** addressing
the management of Long Term Conditions

Choose your sessions from 13 conference streams!

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**COMMUNITY
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www.managinglongtermconditions.com

MANAGING LONG TERM CONDITIONS

Now in its fifth year, Managing Long Term Conditions remains **the most important forum** for all involved in the management of long term conditions.

Advisory Board

Chairman

Dr David Colin-Thomé OBE – National Clinical Director for Primary Care, Directorate of Commissioning and System Management, Department of Health

Board Members

Carol Cochrane – Chief Executive, The Princess Royal Trust for Carers

Keren Down – Director of Foundation for Assistive Technology (FAST)

Ruth Eley – Care Services Improvement Partnership (CSIP) National Programme Lead – Older and Disabled People, Department of Health

Peter Gilroy – Chief Executive, Kent County Council

Angela Hawley – Self Care Lead – Long Term Conditions Team Directorate of Commissioning and System Management, Department of Health

Maggie Ioannou – Director of Community Health Services, Croydon PCT

Tracy Morton – Long Term Conditions Team Directorate of Commissioning and System Management, Department of Health

Prof Jonathan Tritter – Professor in Patient and Public Involvement and Special Advisor, The NHS Centre for Involvement

Heidi Wright – Head of Practice, Practice and Quality Improvement Directorate, The Royal Pharmaceutical Society of Great Britain

Jeremy Porteus – Department of Health Care Networks, Putting People First Programme, Department of Health

Louise Giles – Head of Long Term Conditions

& Unscheduled Care, NHS Central Lancashire

Jo Harding – Long Term Conditions, NHS West Midlands

Bryan Kessie – Divisional Manager, National Priorities, Skills For Health Workforce Projects Team

Adrian Seiff – Assistant Director, The Health Foundation



Photo: Dr David Colin-Thomé OBE – Chairman, MLTC Advisory Board

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Join our network on LinkedIn by searching for Managing Long Term Conditions



Produced by



Take part in MLTC as either a Delegate or a Visitor

You can attend Managing Long Term Conditions 2010 as a conference delegate or a non-paying visitor.

Choose either delegate or visitor status by completing the booking form on the back of this brochure or register online at www.managinglongtermconditions.com.

Who should attend?

Clinicians, directors, managers, co-ordinators, commissioners, leaders, advisors from primary and secondary care, social care, the independent and third sectors and all those involved in supporting people living with Long Term Conditions.

As a conference delegate: To guarantee your place in a stream, please indicate which stream you will be attending when registering. You can attend sessions in other conference streams on the day, subject to availability.

Why attend?

Managing Long Term Conditions is packed with the latest information you need to support patients suffering with Long Term Conditions.

- Our CPD certified conference programme will keep you up to date with the latest developments and best practice
- The exhibition will allow you to meet leading suppliers to the industry and try out their products

Day One Streams – April 15th

- World Class Commissioning for Long Term Conditions
- Making Integrated Services a Reality
- Helping People Take Control
- Diabetes
- Musculoskeletal Conditions
- Neurological Conditions

Day Two Streams – April 16th

- Skills for a World Class Workforce
- Assistive Technology
- Moving Care Closer to Home – Promoting Quality and Productivity in Long Term Conditions
- Mental Health
- Respiratory Conditions
- Heart and Cardiac
- Cancer

2010's Attractions and Highlights

Attractions

- Plenary, keynote presentations are free to attend for all
- 13 conference streams – choose from over 50 sessions!
- Benefit from the insight and experience of over 70 speakers
- High level plenary panels
- Free seminars for exhibition visitors
- Clinical education zones
- 50 plus exhibition village
- Long Term Conditions TV – an interactive element, broadcast at the event and online, LTC TV will show best practice examples, news and views

Plenary Keynote Addresses

- **Sir John Oldham**, National Clinical Lead – Quality and Productivity, **Department of Health**
- **Mike Farrar**, CBE Chief Executive, **NHS North West**
- **Penny Woods**, Chief Executive, **Picker Institute**
- **Dr Mo Dewji**, National Clinical Lead – Primary Care NHS Quality, Innovation, Productivity and Prevention (QIPP), **Department of Health**
- **Joe Rafferty**, Chief Executive, **Central Lancashire PCT**
- **Helen Howson**, Senior Health Strategy Advisor, Head of Community Health Strategy and Development, Health and Social Care Department, **Welsh Assembly Government**
- **Susan Bishop**, National Programme Manager, Long Term Conditions Collaborative Improvement and Support Team, Directorate of Health Delivery, **Scottish Government**

Conference programme highlights

- Hear from the leading international, national and regional figures in managing long term conditions
- Share experiences and learning from across the country
- Benefit from high-level debate, stimulating panel discussions and inspirational case studies
- Network with hundreds of colleagues from health, social care, the third and independent sectors
- Visit the largest exhibition of companies and organisations involved in supporting people with long term conditions

Who will you meet?

Managing Long Term Conditions 2009 attracted over 1,000 attendees including Chief Executives, Directors and Managers from NHS Trusts, GPs, Practice Managers, District Nurses, Community Matrons, Lecturers, Social Care workers, Practice Nurses, Consultants, Commercial Organisations, Charities and all those involved in the management of long term conditions.

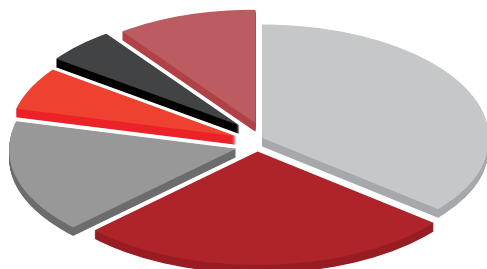
The UK's largest conference on long term conditions

Managing Long Term Conditions empowers its audience of over 1,000 visitors and delegates to:

- Share experience and knowledge at the biggest national forum for all those involved in supporting people with long term conditions
- Break down organisational and professional boundaries by encouraging innovation, shared learning and best practice between health and social care
- Benefit from the latest clinical educational updates in the latest thinking on long term conditions
- Learn more about the latest guidance and government policy and how these policies are being implemented
- Meet peers and colleagues and get inspired to make improvements locally

MLTC audience from 2009

■ Primary and Community Healthcare Providers	36%
■ PCTs	27%
■ Commercial Sector	16%
■ Charities	6%
■ Acute	5%
■ Other (including Local Authorities, Universities, Department of Health)	10%



The greatest challenge to health and social care in the UK

In England 15.4 million people, or about 30%, of the population live with long term conditions. Approximately 70% of the total health and social care spend in England is spent on caring for people with long term conditions. As both health and social care providers will be under increasing financial pressure in the coming years, improving the health of the population and providing effective care for people with long term conditions is the greatest challenge facing health and social care in the UK.

How are you and your organisation responding to this challenge?

With increasing pressure on the health and social care workforce to do more with less, a productive, patient-centred and flexible workforce is crucial to delivering both high quality and productive services. Ensure your team is up-to-date with best practice guidance on how to reduce admissions, move care closer to home and improve the quality of care for people with long term conditions.

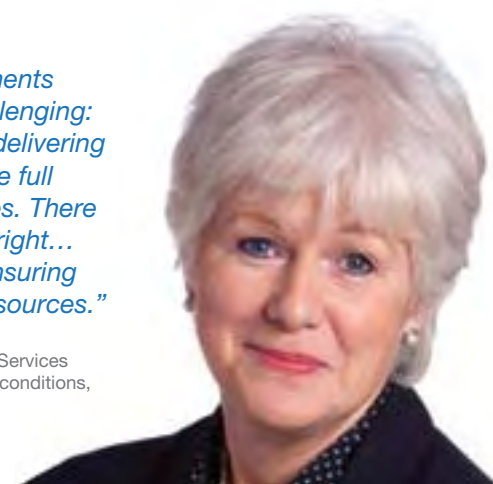
If you or your organisation is involved in managing, commissioning or providing services for long term conditions this is an event you must attend.

Sponsorship & exhibition opportunities

For sponsorship and exhibition opportunities at **Managing Long Term Conditions 2010** contact Cathy Phillips on +44 (0)844 858 0755 or email cathy.phillips@emap.com

"Delivering health and well-being improvements for people with long term conditions is challenging: it isn't just about treating illness, it's about delivering personalised, responsive, holistic care in the full context of how people want to live their lives. There are huge benefits for everyone in getting it right... It is therefore crucial to plan accordingly, ensuring an efficient use of health and social care resources."

Ann Keen, Parliamentary Under Secretary of State for Health Services
Improving the health and well-being of people with long term conditions,
Department of Health Publication, January 2010



Free to attend sessions

- 09:15 **Welcome – Setting the vision for 2010's conference**
Dr David Colin-Thomé OBE, National Director for Primary Care
- 09:30 **Keynote presentation**
Sir John Oldham, National Clinical Lead – Quality and Productivity, Department of Health
- 10:00 **Managing long term conditions with restricted budgets – Panel discussion**
Mike Farrar, CBE Chief Executive, NHS North West
Andrew Donald, Chief Operating Officer and Deputy Chief Executive, NHS Birmingham East and North
- 11:00 **Morning refreshments**
- 11:30 **Making integrated care a reality to deliver high quality care for people with long term conditions – Panel discussion**
Jenny Owen, President, Association of Directors of Adult Social Services (ADASS)
Joe Rafferty, Chief Executive, Central Lancashire PCT
- 12:10 **Lunch and exhibition**

The conference streams below are available to registered delegates only

World Class Commissioning for Long Term Conditions

Sponsored by:



- 13:40 **Chair's opening remarks**
Michael Sobanja, Chief Officer, NHS Alliance
- 13:50 **Putting people at the heart of commissioning**
Senior representative, NHS East of England and Graham Franklin, Regional Business Director, GlaxoSmithKline
- 14:30 **Using World Class Commissioning to improve services locally**
Andrew Donald, Chief Operating Officer and Deputy Chief Executive, NHS Birmingham East and North
- 15:10 **Afternoon refreshments and exhibition**
- 15:40 **Developing effective local services through Practice Based Commissioning (PBC)**
Nick Goodwin, Senior Fellow, The King's Fund
- 16:20 **Effective joint commissioning to deliver integrated services**
John Tizard, Director of the Centre for Public Service Partnerships, University of Birmingham
- 17:00 **Close of Day One**

Making Integrated Services a Reality

- 13:40 **Chair's opening remarks**
Mark Duman, President
Patient Information Forum
- 13:50 **Supporting integrated and personalised care in the community**
Joe Rafferty, Chief Executive
Central Lancashire PCT
- 14:30 **Resourcing integrated care**
Charlotte Goldman, Senior Policy and Research Officer, Audit Commission
- 15:10 **Afternoon refreshments and exhibition**
- 15:40 **Integrated governance: working across boundaries requires robust community wide governance**
Andrew Corbett-Nolan, Director
Good Governance Institute
- 16:20 **Effectively assessing need in your Long Term Condition community**
Mark Gamsu, Programme Director
Health Inequalities and Local Improvement
Department of Health
- 17:00 **Close of Day One**

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Helping People Take Control

- 13:40 **Chair's opening remarks**
Alf Collins, Consultant in Pain Management
Taunton & Somerset NHS Trust
- 13:50 **The Evidence – Self Care Reduces Costs and Improves Healthcare**
Simon Knighton, Chief Executive
Expert Patients Programme
Community Interest Company
- 14:30 **Encouraging positive behavioural change**
Bob Lewin, Professor of Rehabilitation
University of York
- 15:10 **Afternoon refreshments and exhibition**
- 15:40 **Examining the self management experiences and expectations of older people with long term conditions**
Suzanne Parsons, Senior Research Associate, Picker Institute Europe
- 16:20 **Embedding Health Trainers in local health communities**
Rachel Carse, National Programme Lead, Health Trainers Programme
- 17:00 **Close of Day One**

Diabetes

- 13:40 **Chair's opening remarks**
Anna Morton, Programme Director
NHS Diabetes
- 13:50 **Reviewing the progress of the National Service Framework on services, identifying good practice and areas for improvement**
Dr Rowan Hillson MBE, National Clinical Director for Diabetes
- 14:30 **Examining the progress of the Diabetes year of Care to deliver effective, joined up working**
Dr Sue Roberts, former National Clinical Director for Diabetes, and Chair, Year of Care Programme Board
- 15:10 **Afternoon refreshments and exhibition**
- 15:40 **Integrating both health and well being needs of people with diabetes into holistic care planning**
Richard Pope, Consultant Diabetologist and Medical Director, Airedale NHS Trust
- 16:20 **Clinical leadership and care planning in Diabetes services**
Dr Simon Eaton, Consultant Physician and Diabetologist, Northumbria Healthcare Foundation Trust
- 17:00 **Close of Day One**

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Joe Rafferty, Chief Executive, Central Lancashire PCT
- 12:10 **Lunch and exhibition**

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Musculoskeletal Conditions

- 13:40 **Chair's opening remarks**
Neil Betteridge, Chief Executive, Arthritis Care
- 13:50 **Promoting the right services in the right place: Delivering high quality integrated MSK services**
Sophie Cowley, Lead Associate, NHS Institute
- 14:30 **Strengthening clinical governance arrangements to improve partnerships between acute and community services to support people with musculoskeletal conditions**
Ros Meek, President, ARMA
- 15:10 **Afternoon refreshments and exhibition**
- 15:40 **Promoting good musculoskeletal health**
Billy McLean, Leeds Incapacity Employment Project, Leeds PCT
- 16:20 **Incorporating the patient's perspective into care planning for people with musculoskeletal services**
Alisa Bosworth, Chief Executive
National Rheumatoid Arthritis Society
- 17:00 **Close of Day One**

Neurological Conditions

- 13:40 **Chair's opening remarks**
Senior representative, The Neurological Alliance
- 13:50 **Examining the progress of the NSF approaching the half term review and progress on dataset and comparators**
Malcolm Simpson, North East Lead
LTC Delivery Support Team
- 14:30 **Supporting neurology commissioning and delivering better outcomes for services**
Sue Thomas, Head of Commissioning Support
Neurological Commissioning Support
- 15:10 **Afternoon refreshments and exhibition**
- 15:40 **Developing neurology indicators for quality improvement**
Clare Moonan, Chief Executive (External)
The Neurological Alliance
- 16:20 **Case Study: results based accountability in epilepsy services**
Ruth Jordan, Project Manager Chronic Conditions, CCM Demonstrator Project
NLIAH
- 17:00 **Close of Day One**

Free to attend sessions

- 09:00 **Welcome from the conference chair**
- 09:10 **Panel discussion**
As people increasingly have choice of which services they use, how will this affect the services? As a service provider how should you be responding? How do you effectively engage your health community and ensure your services reflect their needs?
Penny Woods, Chief Executive, Picker Institute. Mark Duman, President, Patient Information Forum
Dr Mo Dewji, National Clinical Lead – Primary Care NHS Quality, Innovation, Productivity and Prevention (QIPP), Department of Health. Robert Johnson, Chair, Access Matters and Trustee, National Voices
- 09:45 **Keynote inspirational address – Marc Woods, Paralympian**
- 10:10 **Long Term Conditions – What's happening outside England?**
Helen Howson, Senior Health Strategy Advisor, Head of Community Health Strategy and Development, Health and Social Care Department, Welsh Assembly Government
Susan Bishop, National Programme Manager, Long Term Conditions Collaborative Improvement and Support Team, Directorate of Health Delivery, Scottish Government
- 10:45 **Morning refreshments and exhibition**

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Skills for a World Class Workforce to Support Long Term Conditions

Sponsored by:
Pfizer Health Solutions

- 11:10 **Opening remarks from the chair** Karen Walker – Director Policy Development, Skills for Health
- 11:20 **Promoting a patient centred workforce. How do we review our services from a user point of view? Understanding what patients and service users want and developing a workforce that reflects these needs**
Sponsored by Pfizer Health Solutions
- 12:00 **Achieving quality and productivity: how to deliver a sustainable, high quality healthcare service with fewer resources** Bryan Kessie, Workforce Projects Team, Skills for Health plus contribution from a service lead in Renal Care
- 12:40 **Lunch and exhibition**
- 14:40 **Workforce demand: Moving towards a multidisciplinary workforce: developing a flexible and multidisciplinary workforce that supports integrated and personalised care**
Karen Charman, Head of Employment Services NHS Employers. Pippa Hodgson, Regional Director, Skills for Health
- 15:20 **Integrated workforce: integrating your workforce to support long term conditions. Understanding the challenges of working across organisational cultures and ensuring accountability**
Fiona Shield, Workforce Integration Manager South Staffordshire PCT
- 16:00 **Chair's closing remarks**
- 16:10 **Close of conference**

Assistive Technology

- 11:10 **Opening remarks from the chair**
- 11:20 **"21st Century telehealth"**
Nicholas Robinson, Associate Clinical Director, Telehealth, NHS Direct
- 12:00 **Understanding the business case for assistive technology (AT) and when commissioning AT is cost effective**
Mike Clarke, DH Care Networks
- 12:40 **Lunch and exhibition**
- 14:40 **Next generation, integrated telehealthcare delivery – demonstrating joined-up health and social care working to meet patients and organisational needs through a single, consistent and seamless platform**
Steve Sadler – Chief Technology Officer Tunstall Healthcare Group
- 15:20 **Using assistive technology to support better workforce deployment to improve care for long term conditions**
Ruth Nobbs, Project lead for assistive technology, NHS Norfolk
- 16:00 **Chair's closing remarks**
- 16:10 **Close of conference**

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- 10:45 **Morning refreshments and exhibition**

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Moving Care Closer to Home: Supporting Quality and Productivity in Long Term Conditions

- 11:10 **Opening remarks from the chair**
- 11:20 **Understanding and measuring quality in improving health and providing care for people with long term conditions**
Dr Mo Dewji, National Clinical Lead – Primary Care NHS Quality, Innovation, Productivity and Prevention (QIPP), Department of Health
- 12:00 **Changing the way clinicians work with patients and empowering them to take a more active role in their health improvements**
Senior representative, The Health Foundation
- 12:40 **Lunch and exhibition**
- 14:40 **The Generic pathway for chronic conditions Senior representative, NLIAH and Supporting fulfilled lives through proactive, planned and integrated CCM services – the Welsh Demonstrator approach**
Senior Representative, NLIAH
- 15:20 **Supporting practitioners and patients in the care of long term conditions**
Adam Harridence, Stakeholder Manager for Primary Care, NHS Choices
- 16:00 **Chair's closing remarks**
- 16:10 **Close of conference**

Respiratory Conditions

- Sponsored by:
- 11:10 **Opening remarks from the chair**
Dr Steve Holmes, GP in Somerset and Joint Chair, IMPRESS
- 11:20 **Improving access and outcomes for people living with COPD**
Matt Kearney, Primary Care Advisor, Respiratory Programme, Department of Health
- 12:00 **Developing joined up ways of working to improve COPD services**
Senior representative, StHealth Consortium Sponsored by GlaxoSmithKline
- 12:40 **Lunch and exhibition**
- 14:40 **Empowering patients and improving the information available to help people manage their own respiratory conditions**
Dr Hilary Pinnock, Senior Clinical Research Fellow, Allergy and Respiratory Research Group, Centre for Population Health Sciences: GP Section, University of Edinburgh
- 15:20 **Linking IT and Clinicians to improve the accuracy of patient centred care in COPD**
Professor Mike Pearson, Professor of Clinical Evaluation, University of Liverpool
- 16:00 **Chair's closing remarks**
- 16:10 **Close of conference**

Free to attend sessions

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- 10:45 **Morning refreshments and exhibition**

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Cancer

Sponsored by:
Pfizer Health Solutions

- 11:10 **Opening remarks from the chair**
Gilmour Frew, Director: Cancer: NHS Improvement
- 11:20 **Exploring effective survivorship pathways and promoting self care to deliver high quality care**
Sponsored by Pfizer Health Solutions
- 12:00 **Examining the survivorship pathway and exploring effective models of care for adults and children**
Adam Glaser, Lead Clinician – Late Effects, Yorkshire Cancer Network.
Gill Levitt, Paediatric Oncologist, Children's Hospital for Wales. Dr Alistair Smith, Consultant Haematologist, Southampton General Hospital
- 12:40 **Lunch and exhibition**
- 14:40 **Commissioning patient centred services and improving outcomes for people with cancer**
Di Riley, Associate Director, National Cancer Intelligence Unit
- 15:20 **Cancer as a Long Term Condition: understanding where it is unique and how it also can be treated more generally as an LTC. Identifying where self management for people with cancer is appropriate and exploring which tools can improve health, reduce anxiety and improve the patient experience**
Jane Maher, Medical Director, Macmillan Cancer Support. Stephen Richards, Regional Director, Macmillan Cancer Support. Lynn Batehup, Project Manager, Self Management Workstream, National Cancer Survivorship Initiative, Macmillan Cancer Support. Anna Lynall, Project Co-ordinator, Macmillan Cancer Support
- 16:00 **Chair's closing remarks**
- 16:10 **Close of conference**

Heart and Cardiac

- 11:10 **Opening remarks from the chair**
Dr Mike Knapton, Associate Medical Director Prevention & Care, British Heart Foundation
- 11:20 **Examining the latest technical developments and service innovations to deliver world class cardiac services**
Wendy Churchouse, Heart Failure Specialist Nurse and Heart Failure Clinical Lecturer Education for Health
- 12:00 **Promoting self management into cardiac rehabilitation programmes to empower the patient, improve health and reduce admissions**
Bob Lewin, Professor of Rehabilitation University of York
- 12:40 **Lunch and exhibition**
- 14:40 **Identifying those at risk of cardiac conditions and implementing early interventions and effective preventative services**
Senior Representative, Commissioning Business Service, The Association of Greater Manchester Primary Care Trusts
- 15:20 **Cardiac rehabilitation in the community: Identifying the appropriate partners to help provide care closer to home and guidance and information to support patients**
Dr Jane S Skinner, Consultant Community Cardiologist, Royal Victoria Infirmary
- 16:00 **Chair's closing remarks**
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- 10:45 **Morning refreshments and exhibition**

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Mental Health

- 11:10 **Opening remarks from the chair**
Ian McPherson, Director, National Mental Health Development Unit
- 11:20 **Understanding the guidance from New Horizons**
Ian McPherson, Director & Jim Symington Lead for Improving Mental Health Care Pathways, National Mental Health Development Unit
- 12:00 **Developing a personalised approach to care provision to incorporate both mental and physical health for people with long term conditions**
Dr Alan Cohen, National Primary Care Advisor, IAPT, Director of Primary Care West London MH Trust
- 12:40 **Lunch and exhibition**
- 14:40 **What does personalisation look like in mental health? Empowering patients to determine their own route to recovery.**
Rita Brewis, Health Lead, InControl
- 15:20 **Providing a holistic service and increasing access to psychological therapies**
Jackie Prosser, IAPT Programme Lead NHS South Central
- 16:00 **Chair's closing remarks**
- 16:10 **Close of conference**



Photos: MLTC 2009 exhibition village

Exhibition village

Managing Long Term Conditions offers visitors and delegates the largest exhibition of companies, organisations and charities targeting long term conditions. Hundreds of exhibitors will be on hand to help you source the latest information and see new products and innovative services available.

Why exhibit?

- Become part of the largest gathering of health and social care professionals, charities, commercial organisations and other relevant groups involved in the management of people living with long term conditions
- Demonstrate your credentials to potential clients and partners
- Build brand recognition and position yourselves at the forefront of managing chronic conditions
- Network with key opinion leaders and industry experts within the field of managing long term conditions and forge new relationships
- Gain direct access to your key target audience of senior decision makers over two days

To discuss exhibiting at Managing Long Term Conditions please contact Cathy Phillips on: +44 (0)844 858 0755 or cathy.phillips@emap.com

Call for posters

This year we are looking to develop a compelling compendium of effective health promotion projects and innovation in Managing Long Term Conditions. If you have a project or an intervention that has achieved innovation and demonstrable results, we want to hear about it!

Our poster display area at the conference will allow you to view some of the most innovative projects taking place in the UK. Submit your own project for recognition, to share best practice and to make new contacts within the LTC community.

Submit a short description to begin the submission process

If you would like to submit a poster presentation for Managing Long Term Conditions 2010 please email us at mltc@emap.com

To be considered: simply email us describing, in no more than 100 words, your project or initiative – what it is, why you did it and what results and benefits it has achieved. Please include your Name, Job Title, Organisation, Telephone and Email Address.

Deadline for entries: 5th March 2010.



Photo: MLTC 2009 exhibition village

Free to attend educational seminars

The following clinical training will be available to all visitors to attend on both days.

Seminar: Life after a Stroke

This session will concentrate on the longer term support required by people following a stroke and will include:

- The care of a person following a Stroke within primary care
- The role of the primary care team in health promotion and Stroke prevention
- The effects of Stroke on the individual, society and the NHS
- Look at the professional, statutory and government frameworks that influence the provision of services for Stroke patients

Provided by **a+a training** www.aatl.co.uk

One hour training certificated and can be used for CPD

Seminar: Management of Constipation

This session will provide an overview of constipation, how is it defined and provide some context of the importance of effective treatment.

- Learn how much fibre is needed to prevent constipation
- Techniques for Conservative Management
- Laxatives... Enemy or your friend?

Provided by **a+a training** www.aatl.co.uk

One hour training certificated and can be used for CPD

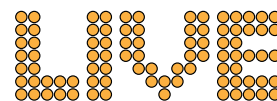
Seminar: Business Skills for Front Line Staff

Nurses, GPs, Social Workers and all frontline staff play a vital role, not only in delivering high quality care, but also improving services and driving change. This session will bring insight into how to develop your business skills and influence change. Enhance your negotiation skills, and understand how improving your business acumen can add value to your practice.

These free to attend seminars are available to visitors and conference delegates on a first-come first-served.

More free to attend seminars will be announced soon. Keep up to date on our website: www.managinglongtermconditions.com

PRIMARY CARE



Coming Soon

29-30th September 2010, ExCeL London
25-26th November 2010, Manchester Central

Register your interest today
quoting priority code MLTC-MSI
pclondon@emap.com
pclmanchester@emap.com



Naidex
20-22 April 2010
NEC Birmingham

FREE

Over 4,000 healthcare professionals will be attending Naidex 2010. Can you afford to miss out?

- Touch, test and compare the latest products and services
- Meet over 360 exhibiting companies
- Attend free educational CPD masterclasses and gain your Certificate of Attendance
- Discuss your CPD portfolio with York St John University staff in the CPD Clinic
- Cast your vote for the Naidex New Product of the Year
- Hear from Fiona Collins, speaking in the Pressure Care Seminars

Register now for FREE entry at www.naidex.co.uk
entering priority code E267

For more information visit our website today!

MANAGING LONG TERM CONDITIONS

Thursday 15th – Friday 16th April 2010,
Harrogate International Centre
Springfield House entrance on Kings Road,
Harrogate, North Yorkshire HG1 5LA

Priority Code:

END-DY

Conference Code:

H003

Exclusive 10% Discount for MLTC Supporters

To Redeem this Special Offer quote priority code: END-DY when registering.

Delegate Details – Please complete in block capitals (Photocopy this form to register further delegates)

Title (Dr/Mr/Mrs/Miss/Ms)	First Name
Surname	Job Title
Department	Company
Address	
Town	County
Postcode	Country
Tel	Fax
Email	
Booking Contact	Job Title
Line Manager	Job Title
Nature of Company's Business	
Dietary/Access Requirements	

Select your own conference programme – Conference Delegates Only

Please choose your chosen stream to guarantee a seat – you may attend other streams on the day subject to availability

Day 1 April 15th	WCC <input type="checkbox"/>	Integrated Services <input type="checkbox"/>	Helping People Take Control <input type="checkbox"/>	Diabetes <input type="checkbox"/>	MSK <input type="checkbox"/>	Neurological <input type="checkbox"/>	
Day 2 April 16th	Workforce Skills <input type="checkbox"/>	Assistive Tech <input type="checkbox"/>	Care Closer To Home <input type="checkbox"/>	Respiratory <input type="checkbox"/>	Cancer <input type="checkbox"/>	Heart & Cardiac <input type="checkbox"/>	Mental Health <input type="checkbox"/>

Payment Details – Please tick the relevant payment options

Credit/Debit Card

Debit My: Amex Visa Mastercard Maestro Issue No. (for Maestro)

Card Number: CVV Number:

Valid From: (compulsory for Maestro) Expiry Date:

Amount: £ _____

Invoice for Bank Transfer

Send your payment to: Company: Blaxx Registration Ltd. Bank: HSBC. Account Number: 03950350
Sort Code: 40-18-18. IBAN: GM07MIDL40181703950352. Swift Number: MIDLGM2103V.

Public Sector organisations only

Please provide a purchase order number and send original order to the contact details above

Please provide details on where invoices & receipts should be sent:

Email (accounts contact): _____

Invoice Address (if different from above): _____

Group Discounts

Book 4 places and receive a 5th place free of charge!

Please tick if you are booking five delegates

Or call +44 (0)844 412 7947

Unable to Attend

Conference documents as presented to delegates on the day can be purchased (available post-event).

Conference Material

Please send me the Conference Handbook and Presentation Slides at £199 + VAT.

Five Easy Ways To Register

Website: www.managinglongtermconditions.com
Fax: +44 (0)870 922 3580
Telephone: +44 (0)844 412 7947
Post to: Managing Long Term Conditions,
C/o Blaxx, Tapcon Way, Coventry CV2 5DJ
Email: mltc10@blaxx.net

Venue: Harrogate International Centre

Delegate Rates

Please select your attendance below:

Option One – Conference Delegate
Please indicate your choice below.

Early Booking Rate Available Until 26/02/2010	Day 1: 15 April 2010	Day 2: 16 April 2010	Both Days: 15-16 April 2010
Public Sector	<input type="checkbox"/> £300 + VAT	<input type="checkbox"/> £300 + VAT	<input type="checkbox"/> £420 + VAT
Private Sector	<input type="checkbox"/> £370 + VAT	<input type="checkbox"/> £370 + VAT	<input type="checkbox"/> £520 + VAT
Voluntary Sector	<input type="checkbox"/> £250 + VAT	<input type="checkbox"/> £250 + VAT	<input type="checkbox"/> £370 + VAT

Standard Booking Rate	Day 1: 15 April 2010	Day 2: 16 April 2010	Both Days: 15-16 April 2010
Public Sector	<input type="checkbox"/> £330 + VAT	<input type="checkbox"/> £330 + VAT	<input type="checkbox"/> £450 + VAT
Private Sector	<input type="checkbox"/> £400 + VAT	<input type="checkbox"/> £400 + VAT	<input type="checkbox"/> £550 + VAT
Voluntary Sector	<input type="checkbox"/> £280 + VAT	<input type="checkbox"/> £280 + VAT	<input type="checkbox"/> £400 + VAT

Option Two – Exhibition Visitor (free)

Option Three – Conference Handbook and Presentation Slides £199 + VAT (available post-event)

Accommodation

For accommodation please contact Venue Search on Tel +44 (0)20 8541 5656
Online: <https://venuesearch.vbookings.co.uk/b/mltc/>
or email beds@venuesearch.co.uk quoting code H003.

Terms and Conditions

Please see managinglongtermconditions.com for full terms and conditions.

Data protection

By entering your details in the fields above, you agree to allow Emap Ltd and companies associated with this event to contact you (by mail, email, telephone or fax) regarding their services. If you do not wish to receive such communications please contact us in writing using the details above. If you object to Emap Ltd passing on your details to carefully selected 3rd parties please tick here

Payment

Payment must be made by the due date of your invoice, or if no invoice is requested, before the event start date. If payment is not made accordingly, you may be refused entry to the event, or at our discretion you may make payment using a credit card on the day. If you fail to pay your invoice by the due date and do not attend the event, you remain liable for the sums due under the invoice.

Cancellations/Substitutions

A substitute delegate attending in your place is welcome at no extra charge. If written notice of cancellation is received up to 31 days before the event start date, a credit voucher for the full payment will be issued, valid for 12 months, for part or full payment for any Emap conference. Alternatively, on your written request, we will refund 50% of the price of the delegate place. Regrettably no refunds/credit voucher will be available for cancellations received 30 or fewer days before the event start date or for non-attendance.

Please note

Conference delegate registration includes full access to the conference sessions & exhibition including a range of visitor attractions and clinical sessions, complimentary refreshments and lunch.

Exhibition visitor attendance includes full access to the exhibition village including a range of visitor attractions and seminar programme including clinical sessions. It excludes access to the conference streams, complimentary refreshments and lunch.

I have read the cancellation policy and agree with the terms and conditions. I authorise the use of my credit/debit card for the above payment.

Signature: _____

Please quote the conference code H003, priority code and delegate's name in your correspondence

How to book

Choose either **Conference Delegate** or **Visitor Status**

Complete the booking form on the back of this brochure or register online at www.managinglongtermconditions.com

Don't miss out on this important and timely event!

How to present your case for education and CPD

Take a look at the conference programme and the event guide, then outline your plans and objectives to present to your manager. Make your case by describing what you will learn at this event and the benefits of attending. Detail how this event will enhance your skills to meet local need, improve services and the care your organisation provides. Just some of the benefits to include:

- **Managing Long Term Conditions is the largest event in the UK that brings together leading experts.** Hear the latest evidence and guidelines for best practice from national experts and leading organisations.
- **CPD certified**, streamed sessions are tailored to meet the needs of a range of delegates, from front line staff, to chief executives, to partners of health and social care.
- **This is a one-stop-shop** to meet your colleagues from around the country in this unique conference and exhibition.

Day One Streams – April 15th

- World Class Commissioning for Long Term Conditions
- Making Integrated Services a Reality
- Helping People Take Control
- Diabetes
- Musculoskeletal Conditions
- Neurological Conditions

Day Two Streams – April 16th

- Skills for a World Class Workforce
- Assistive Technology
- Moving Care Closer to Home – Promoting Quality and Productivity in Long Term Conditions
- Mental Health
- Respiratory Conditions
- Heart and Cardiac
- Cancer

Keep up to date with the programme and news at www.managinglongtermconditions.com