

**Intensive Support Team (IST)
Masterclass**

‘Improving Recovery for Patients’

Tuesday 25 April 2017, 09:15-16:30

Hull City Hall, Carr Lane, Hull, HU1 3RQ

AGENDA

Time	Item	Title	Lead
09:15		Arrival, Registration and Refreshments	
09:45	1	Introduction, context and objectives for the day	IST
10:00	2	Self-Assessment Exercise – ‘How are we doing?’	All
10:15	3	Presentation 1: The Patient Experience	IST
11:00	4	Team Work – Action Plans	All
11:30		Tea and Coffee Break (15 minutes)	
11:45	5	Presentation 2: The Staff Experience	IST
12:30	6	Team Work – Action Plans	All
13:00		Lunch and Networking (45 minutes)	
13:45	7	Presentation 3: Information Sharing	IST
14:30	8	Team Work – Action Plans	All
15:00		Tea and Coffee and Completion of Service Action Plans (30 minutes)	
15:30	9	Presentation of Action Plans	All
16:15	10	Closing Comments and Next Steps	IST