

EPIIC Conference

Eastern Partnership for Innovations in Integrated Care (EPIIC)

Inaugural EPIIC Conference

Monday 24 June 2024



EPIIC member Universities:

Integrated Care Systems (ICS):



Anglia Ruskin University

Cambridgeshire and Peterborough ICS



University of Bedfordshire

Bedfordshire, Luton and Milton Keynes ICS



University of East Anglia

Norfolk and Waveney ICS



University of Essex

Mid and South Essex ICS



University of Hertfordshire

Hertfordshire and West Essex ICS



University of Suffolk

Suffolk and North East Essex ICS



Agenda

| Time | Session |
|-------|--|
| 09.00 | Welcome and Introduction – Prof. Roderick Watkins (VC ARU) |
| 09.30 | Addressing workforce challenges in the East of England – Phil Carver, NHSE |
| 09.50 | Health and care delivery, and relevant research with a global perspective on challenges and opportunities – Prof. Mala Rao |
| 10.35 | Q&A – facilitated by Dr Sanjiv Ahluwalia, ARU |
| 10.45 | Knowledge exchange Examples of local initiatives from across the East of England |
| | Theme 1: Workforce, including Intelligence and Transformation for Integrated Care |
| 12.05 | Break |
| 12.30 | Knowledge exchange Examples of local initiatives from across the East of England |
| | Theme 2: Service Access Improvement and Addressing Health Inequalities |
| 14.10 | Lunch and networking |
| 15.00 | Knowledge exchange Examples of local initiatives from across the East of England |
| | Theme 3: Innovation for Sustainability |
| 16.20 | EPIIC Chair – Prof. Sally Hardy |
| 16.25 | Closing Remarks |

The Eastern Partnership for Innovations in Integrated Care (EPIIC) aims to tackle health inequalities through a new coalition. We aim to share evidence of where and how integrated care has been introduced and signs of improvement for health inequalities. In this our first EPIIC conference, we are seeking to understand what is needed for scaling up and long-term sustainability of these localised initiatives across our region.


A Kings Fund report (25 April 2024) stated that those keen to innovate experience significant frustrations, and a resistance to change; exacerbated by workload pressures, workplace culture, organisational structures, bureaucracy and risk averse leaders, all of which means it is often the system within which we live and work that makes innovation much harder than it should be.

Structural inequalities arise, where there are multiple differences. Not only in how people can gain access to services and support they need, but also seen in the distribution of wealth, the availability of resources (often referred to as the 'postcode lottery'), or where traditional power structures are reinforced through how organisations continue to function and reinforce long standing structural (restrictive) mechanisms. Social determinants of health are closely aligned to these structural inequalities, that further creates social risks, which in turn effect health of specific populations and ultimately lead to further disparities.

The World Health Organisations Global workforce strategy 2030, states how the health workforce has a vital role in building the resilience of communities and health systems to respond to disasters caused by natural and/or man-made hazards, related to environmental, technological and biological hazards and their associated risks, as witnessed during the recent COVID Pandemic.

Within the academic world, social change is usually defined and achieved through large scale social movements, collective efforts to change something through civil rights movements, and more recently through climate change environmental activism, are all indications of shifts in social and political practices aiming to promote inclusion, advocacy and engagement with marginalised social groups across global societies, enhanced through the rapid spread of social media.

Whilst much has progressed, there is more to be done to sustain inclusive practices in our contemporary service delivery models, and where and how interventions for improved population health and wellbeing are being targeted. Sustainability is a growing field of enquiry, which recognises need for radical shifts in how infrastructures, technologies, social practices co-operate across the different component parts such as industries, businesses, academic, politics and society.



Conventional approaches consider replication in scaling up, with the implementation of new ideas being translated across different settings, until it becomes diffused into common practice. However, much of this process can be halted through a lack of time and effort given to sustainability achieved through sensitivity to cultural and social practices, where the dynamics of embedding are achieved across complex systems (at micro, meso, exo, macro, chorno levels of a dynamic ecological systems).

Each of our six HEIs in the East of England that have benefitted from the innovation investment have had to build their own ecological system, within place, embedded within and across their local systems at scale. Our work is focused on themes of workforce intelligence, transforming traditional practice boundaries to achieve service level improvements, where care is wrapped around the person, not merely seen as a single intervention that does not have wider impact. Issues of churn, with high turnover and personnel changes in leadership roles, have not stopped us from forging new alliances, through coming together on a day like today to share best practice, capture the evidence of evaluation, towards a knowledge exchange initiative like today's conference. Plus, our work is collectively addressing and tackling health inequalities, through our individual and collective research, building a strong evidence base from which to initiate translation, innovation and further embedding innovation over the long term.

We hope today will spike your interest in joining us, as a new coalition, a social movement for increased effective, powerful partnerships, where all can contribute and bring about change for the better, within and across our local, regional, national and international health related communities.

Do seek people out and ask them about their work. They will be pleased to share the innovations they are working so hard to deliver. We hope today will inspire your own local innovations, so make new connections from which you too can join the EPIIC work ahead.

Sally Hardy

Chair Eastern Partnership for Innovations in Integrated Care (EPIIC)

Professor of Mental Health and Practice Innovation, Director of Norfolk Initiative for Coastal and rural Health Equalities (NICHE), Anchor Institute.
University of East Anglia (UEA)



Session summaries



Addressing workforce challenges in the east of England

Phil Carver

Phil Carver is Regional Director of Workforce, Training and Education across the east of England, with a portfolio that covers the multi professional workforce agenda including medical education and training, quality, integrated planning, innovation, and people and culture. Phil is also the National Workforce, Training and Education Senior Responsible Officer for Cancer and Diagnostics, encompassing the National School of Healthcare Science, and Genomics.

Phil has worked in senior academic positions across several universities in England and Scotland, latterly in a director role at the University of Sheffield. Prior to joining legacy Health Education England in October 2017 as Local Director, Phil was previously Deputy Director within a Mental Health NHS Foundation Trust. Phil has published research on active ageing, health outcomes and functional capacity.

Health and care delivery, and relevant research with a global perspective on challenges and opportunities

Mala Rao, OBE

Professor Mala Rao OBE is Director of the Ethnicity and Health Unit at Imperial College London. She is also chair of WHO South East Asia Region's Expert Group on the Environmental Determinants of Climate Change and Health. Her career has spanned public health practice, policy, research and training and her most impactful achievements have been in workforce development, strengthening health systems and environmental health in the UK NHS and overseas.

Under the aegis of the UK Global Health Strategy, she was the inaugural Director of Public Health Foundation of India's first Institute of Public Health during 2008 to 2011. Her research and advice to governments and global institutions have improved health care for millions in some of the poorest states in India and elsewhere. She has been included among the most influential people in India-UK relations.

Mala is a recognised champion of climate action, safe water and sanitation and gender equity. She is also globally respected for her advocacy for race equality and research on the intersection between race, health and climate. She is Vice Chair of WaterAid UK, a member of the Technical Advisory Group of the Rockefeller Foundation supported Global Learning Collaborative for Health Systems Resilience and honorary adviser to a number of other charitable organisations focusing on health and social inequalities.

Theme 1: Workforce, including Intelligence and Transformation for Integrated Care

Enabling Integrated Care Accessible to All

Caroline Angus and Valerie Gladwell

We will share the development and impact of the Integrated Care Academy: a unique collaborative partnership that brings together the four pillars of higher education, an integrated care system, local authority, and the voluntary and community sector. We deliver high-impact programmes that take thinking differently to doing differently, to generate the transformational changes in integrated care at a local level. We strive to make our work practical, useful and useable, grounded in the realities of the challenges by our health and care partners on a day-to-day basis.

Delivering evidence-informed workforce innovation in primary and secondary care through partnership

Gillian Janes and Lynn Prendergast

This case study focuses on the delivery and evaluation of two workforce innovations by the Mid and South Essex Integrated Care System, clinical academics in the Faculty of Health, Medicine and Social Care at Anglia Ruskin University, and primary and secondary care service provider partners. The project aims to help address ongoing workforce-related challenges to ensure the delivery of safe and effective care services, by building on previous local success with the introduction of Additional Roles Reimbursement Scheme roles and Legacy Nurses, with a particular focus on recruitment, retention, and career development. To achieve this, the project team and their partners are further developing, deploying, and evaluating these new roles, drawing on the principles of complex intervention implementation and partnership working. The knowledge generated will be used to inform local workforce policy and shared so that the transferable learning can be used by others contemplating similar developments.

Inclusive workforce and building resilience

Nasreen Ali

This presentation is about the Collaborative Targeted Outreach Programme (CTOP) which aims to contribute to developing an inclusive health and social care workforce by engaging with young people, parents, career switchers, under-represented groups and communities from diverse ethnic backgrounds to improve their knowledge, perceptions and status of nursing, midwifery, allied health professions and social work to increase their representation on courses and in the NHS workforce. In this presentation we will describe the outreach events we have developed and delivered and discuss early evaluation findings which highlight the importance of culturally competent community approaches that could be adapted to widen participation of underrepresented groups, contribute towards user-centred health and social care, maximise untapped workforce capacity and reduce inequalities.

Establishing the Health, Wellbeing and Care Hub at the University of Essex

David O'Mahony and Vicky Joffe

The Hub is set to become a centre of excellence in health care-related research and workforce development. It will align with NHS priorities and health and care needs with services including falls prevent, a memory clinic, health promotion, health checks, and interdisciplinary support for children, young people and adults with multiple and complex health and wellbeing needs. David and Vicky will share the journey of creating and launching this incredible Anchor project, in the heart of Essex.

Theme 2: Service Access Improvement and Addressing Health Inequalities

Driving positive change in dental care through innovation and collaboration

Rob Ellis and Lorraine Mattis

This case study highlights the efforts being made in Suffolk to improve oral health through collaboration and innovation. The partnership between Suffolk and North East Essex ICB and the University of Suffolk has resulted in the creation of University of Suffolk Dental CIC (Dental Social Enterprise / Community Interest Company) and the University of Suffolk Centre for Dental Development. These initiatives aim to improve access to dental and oral health care, reduce health inequalities, and enhance dental workforce development through advanced education and training. The insights gained from these initiatives will contribute to the collective understanding of place-based partnerships, workforce development, health inequalities, and innovation.

A Web-Based Decision Support Tool for Integrated Care

Eren Demir and Richard Hammond

The primary challenge we aim to address is the escalating demand for healthcare services in the Hertfordshire and West Essex (HWE) Integrated Care System (ICS). This demand is evident in mounting waiting lists and the projected surge in outpatient visits, diagnostic tests, and elective treatments. We need to model various scenarios, such as community diagnostic centres, elective hubs, changes in theatre sessions, and improved patient pathways.

To tackle these challenges, we are developing a user-friendly, web-based Decision Support Tool (DST) powered by Discrete Event Simulation (DES). This DST is designed for the acute services across three NHS Trusts within the HWE ICS and aims to provide key decision-makers with a comprehensive analytical framework.

The DST aims to be transformative, allowing decision-makers to foresee the potential impacts of proposed changes before implementation. It will address key questions, including workforce optimisation and the effects and impact, of new models of care.

Perspectives on Integrated Care in Rural Areas: Developing a Programme of Rural Health Research

Bonnie Teague

How current research into the views of rural health workforce and rural families in the UK about healthcare delivery could influence our thinking.

Involving excluded patients in research: Breaking down barriers to research participation for refugees & asylum seekers

Margaret Greenfields

This presentation discusses the research process and findings of an NHS England, Research and Engagement Network Phase 3 funded multi-agency study undertaken between November 2023 and April 2024. The project consisted of a collaboration between Cambridgeshire and Peterborough ICB; civil society organisations supporting refugees and asylum seekers within the ICB area (Cambridge Refugee Resettlement Campaign and British Red Cross) and the East of England Strategic Migration Partnership (Local Government Agency). The project was supported by an advisory group including people with lived experience as refugees or asylum seekers, and health / social care researchers and academics based in Cambridgeshire and Peterborough.

The multi-phase study used co-production and collaborative techniques, underpinned by analysis of extant literature, quantitative and qualitative data; to explore system barriers and solutions to research engagement by refugees and asylum seekers at different stages of their post-migration journey, as understood both by those with lived experience of the asylum process, and health and social care researchers. Data gathering methodologies included interactive workshops, focus groups and interviews.

Outputs from the project include a report and recommendations, infographics, and game-based activities to support researchers enhance their understanding of working with refugees and asylum seekers in clinical research and practice.



Impact of structural stigma on health and wellbeing among Street Inclusion Health Groups

Sarah Wadd

This presentation is about 'Street Inclusion Health Groups' (SIHGs), that is, people who engage in 'street activities' – 'begging', street drinking/public injecting, street sex work and rough sleeping. There is a considerable intersection between these groups as well as common life experiences and risk factors such as addictions, extreme poverty, complex trauma, violence, mental health conditions, criminal justice involvement, chaotic lifestyles and risky behaviours. SIHGs experience profound health inequalities and are high users of healthcare (particularly emergency healthcare), social care and other public services.

Very little is known about the determinants of inequalities in SIHGs, therefore it is not clear how inequalities can be reduced. We have interviewed more than 90 people who engage in street activities and over 50 professionals who work with them across Bedfordshire, Luton and Milton Keynes. In this study, we will present early findings which suggest that structural stigma is a significant cause of poor health and low wellbeing among SIHGs with clear implications for policy and practice.

Theme 3: Innovation for Sustainability

Information Sharing Project: Exploring staff and patient experience, digital readiness, and feasibility of technology-based hospital discharge: a multi-phase partnership quality improvement initiative

Mary Edmonds and Niam Abdulmohdi

This multiphases collaborative project between the Mid-South Essex Integrated Care system (MSE ICS), academics from Anglia Ruskin University's Faculty of Health, Medicine, and Social Care, and primary and secondary care service providers aims to evaluate innovative strategies in information sharing to improve patient discharge, transition of care, and potentially reduce hospital readmissions within the MSE ICS. By focusing on technology-based, co-designed approaches, the project seeks to empower patients and clinical staff and enhance information sharing across healthcare settings. To achieve this, the project team and their partners will explore the experiences of service users and clinical staff with the use of technology through surveys and focus groups. Additionally, they will evaluate the feasibility and acceptability of technology-enhanced approaches for service users and clinical staff. The knowledge generated will be used to inform local policy, practice, and service developments.

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Healthcare Demands Modelling and Forecasting using Artificial Intelligence.

Pandelis Kourtessis, Iosif Mporas, Charlotte Mullins and Sam Williamson

Pressures on health and care services are increasing. Demand continues to grow, and understanding this and being able to quantify what needs to develop, and transform is essential to respond to this challenge and protect health and care services for those who are most vulnerable.

The Integrated Care System (ICS) in Hertfordshire and West Essex (HWE) has agreed on a set of strategic priorities and outcomes to improve its population health, to be delivered via transformation programmes. Understanding forecasted demand across the system over the longer term and the current capacity to meet this, will help to inform our strategic, workforce and financial planning.

The goal of the project is to use Artificial Intelligence (AI) to model and predict the demand and the capacity of the health and care services in the ICS to enable effective decision-making. The AI modelling will include capacity and demand prediction forecasting as well as patients' admission risk or emergency attendance prediction in primary care, mental health, community care, acute settings and social care.



Delivering innovations in Neurorehabilitation at the University of Essex, Health, Wellbeing and Care Hub

Alison Lawrence

Alison will be joined by students from the University who have recently completed their final year placements in the Health, Wellbeing and Care Hub to share the opportunities this new way of working has already offered to both student learning and co-production of community support services for those living with long-term neurological conditions. The innovative approach to partnership working and co-production of the services the Hub can offer will ensure the delivery of high-quality impactful and evidence-based health and care interventions delivered by students and our future workforce and generating cutting edge clinical research.

Norfolk Initiative for Coastal and rural Health Equalities (NICHE)

Sally Hardy and Jonathan Webster

The Norfolk Initiative for Coastal and Rural Health Equalities (NICHE) is one of six 'Anchor Institutes', funded by NHS England (East of England). Based at the University of East Anglia, NICHE aims to co-create a healthy place to live and work, underpinned by collaborative and innovative approaches to building research, improvement and innovation capacity through embedded research, education and evaluation focussed on maximising sustainable initiatives for the Integrated Care System (ICS).

NICHE is working across an ICS with a geography of coastal, rural and isolated communities, we seek to engage those who live and work in the ICS, coproducing meaningful outcomes relevant to local, national and international communities. NICHE's inclusive approach draws upon key principles of Collaboration, Inclusion and active Participation (CIP). Our embedded programmes and funded research and evaluation offers improvements to the economic, health and social sustainability agendas, all of which form part of our Anchor Institute status.



Speaker bios





Phil Carver

Phil Carver is Regional Director of Workforce, Training and Education across the east of England, with a portfolio that covers the multi professional workforce agenda including medical education and training, quality, integrated planning, innovation, and people and culture. Phil is also the National Workforce, Training and Education Senior Responsible Officer for Cancer and Diagnostics, encompassing the National School of Healthcare Science, and Genomics.

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Sanjiv Ahluwalia

Appointed as Head of School to Anglia Ruskin University's School of Medicine in 2022, Sanjiv graduated from the University of London (Medical Schools of Guys and St Thomas's) in 1994. He completed his training as a General Medical Practitioner at the Royal Free Hospital and Barnet Vocational Training Scheme in 2000. He has worked as a GP in Barnet since 1999.

Sanjiv has been involved in clinical education since 2002 having started as a GP training programme director and most recently has been the Regional Postgraduate Dean for London. His educational work has consisted of managing postgraduate medical training programmes, workforce, and educational transformation with service providers, and developing interprofessional education. His research explores the relationship between clinical education and patient care/outcomes.

Sanjiv has developed an interest in the relationship between clinical education and patient outcomes in primary care. Using quantitative and qualitative methods, he has explored the nature of the relationship between the two. His work has demonstrated that education clinically and statistically influences care for better patient outcomes. Further work is underway to delineate the direction of influence and better understand the economic benefits associated with this.

Caroline Angus

Caroline brings a wealth of experience from academia, local authority and the NHS to her current role as Integrated Care Academy Director. She has over 15 years of experience as a university lecturer, with a PhD in Sports and Exercise leading research and education aimed at developing knowledge and understanding in health, wellbeing, and exercise science. Caroline has previously delivered large scale transformation programmes in both public health and the NHS, where her expertise in partnership working has resulted in cross-sector collaboration and innovation that address local health need challenges and strategic priorities.

Delivering change that is person-centred and co-ordinated are key principles that are central to the ICA's vision of "delivering integrated care accessible to all". She believes that a key aspect of supporting change involves equipping our people and partners with the skills, support, and opportunities needed to deliver integrated care, which can be enabled through co-production, learning, workforce transformation, leadership development, research, and innovation.

Caroline has a passion for delivering integrated care and working across multi-organisational boundaries in order that we can bring together all the components of care and support that our people and communities want and need.



Valerie Gladwell

Professor Valerie Gladwell started at the University of Suffolk 2 years ago. She undertook a Medical Science degree and PhD (Physiology) at University of Birmingham. After 21 years at University of Essex as a lecturer she came to Suffolk to become the Director of the Institute of Health and Wellbeing. She is currently heading up the research within the ICA. She is passionate about enhancing lifelong health, helping people to achieve, thrive and flourish. She believes a pragmatic, whole system, integrated approach is needed for preventative health. She works with a range of stakeholders and partners and her preference is to work as a team. Her particular focus is approaching encouraging people to move more and move better.





Gillian Janes

Gillian is a Registered Nurse, established researcher, educator and leadership development coach with experience in hospital and community care and public health. Her expertise lies in enabling individuals, teams, organisations, and policymakers to improve the quality and safety of healthcare and develop a capable and engaged workforce; using a participatory, Human factors-informed, systems-based approach to enhance population health outcomes and the giving and receiving of health and care. Gillian holds a BSc (Hons) Professional Studies in Healthcare, MA in Advancing Practice, and PhD and is a Senior Fellow of the Higher Education Academy. She has completed multiple commissioned research studies to support health and care quality and safety improvement and policy development in a range of settings in the UK and abroad, including for the International Council of Nurses and World Health Organisation. Gillian was selected as a founding member of The Q Community (national/international quality improvement network), an invited member of the National Reference Group for Quality Improvement, and the Long Covid Clinical Reference Group. She is also a Global Nursing Leadership Institute Scholar, Associate Editor for the Journal of Patient Safety, ECR Editorial board member for the Journal of Clinical Nursing, and Trustee of a national patient safety charity (Clinical Human Factors Group - www.chfg.org).



Lynn Prendergast

Lynn is a professional social worker, leader and mentor who has significant operational and strategic experience of delivering effective and award-winning services, that are successful at recruiting and retaining quality workforce. Lynn has established and delivered effective rapid 24-hour response services, including services informed by policy change such as Crisis Resolution/Home Treatment, Assertive Outreach, A and E liaison, Early Intervention in Psychosis, Employment for mental health and Dual diagnosis services.

A strong belief in collaboration and engagement with service users and families in the planning and delivery of services is fundamental to Lynn's practice. She uses a strengths-based approach, evidenced in the award winning vocational and employment services across Essex and Suffolk and the Essex wide Mental Health Adult Family Group Conference service. She is a proponent of personal budgets and community initiatives that can improve health and wellbeing, enabling flexibility, self-agency and self-management in meeting health and social care needs.

Lynn was a committee member for developing the NICE guideline "Social work with adults experiencing complex needs" (2022), and currently works as part of the Mid and South Essex ICS, Clinical Leadership and Innovation Directorate as Clinical and Care Professional Leadership Mentor (Social Care and Community) and Clinical Lead for the MSE/ARU programme.

Nasreen Ali

Nasreen Ali is a Professor of public Health Equality at the University of Bedfordshire leading on the Talk, Listen, Change (TLC) Workforce Research Programme, which focuses on research and interventions aimed at developing an inclusive workforce. Her portfolio of research is multidisciplinary, collaborative, and applied and focuses on improving the health and social care outcomes for marginalised and disadvantaged communities across the life-course by influencing policy, design and delivery of inclusive and responsive services. She has developed pathways for inclusive community engagement strengthening prevention and early intervention to address the variations in health and social care outcomes within and between groups.



Vicky Joffe

Victoria Joffe is Professor of Speech and Language Therapy, and Dean of Integrated Health and Care Partnerships at the University of Essex. Victoria's area of clinical and research expertise includes speech, language and communication disorders in children and young people, Developmental Language Disorder, the interface between education and speech and language therapy collaborative practice and the training of teaching staff, Narrative and Vocabulary Interventions, language and literacy development, and evidence-based practice.

Victoria works with various health trusts, integrated care systems, education authorities and third sector organisations devising and evaluating research into models of service delivery across the lifespan. She provides training and consultancy to professionals working with children and young people with diverse needs.

Victoria is co-editor of the journal, Child Language Teaching and Therapy, and acts as a speech and language therapy partner for the Health and Care Professions Council. She is chair of the RCSLT's national clinical excellence network for older children and young adults with speech, language, and communication needs. Victoria is working on two National Institute Health Research-funded research projects looking into a new intervention for children with social communication disorder, and the use of apps to facilitate communication in adults with aphasia. She is also involved in research on stammering, Down Syndrome and dementia and stroke care.





David O'Mahony

David O'Mahony is University Dean of Partnerships (Research) and Professor of Law at the University of Essex. His research focuses on the meaning of justice in the context of criminal justice systems, with sensitivity to the rights of individuals and the use of restorative justice and alternative ways of responding to crime. He has led in the development of several significant health and wellbeing initiatives at the University of Essex and with the early development of the Health, Wellbeing and Care Hub at the University.



Rob Ellis

Associate Professor Rob Ellis has been delivering, designing and leading higher education programmes for more than twenty years. He has held several leadership positions and is currently the Interim Dean for the School of Allied Health Sciences at the University of Suffolk. He looks after professions from radiography to life sciences to sports, physiotherapy, and paramedic science. He has an academic background in human physiology and keeps his feet firmly on the ground by continuing to regularly teach undergraduate students.

Rob has been involved in the dental provision offered at the University of Suffolk through the task of shaping ideas and concepts through to welcoming the first students onto the University's BSc (Hons) Dental Hygiene and Dental Therapy programme. He has found that the novel nature of the provision being co-created as part of a Suffolk Dental CIC delivering to patients within the same building has been an exciting and valuable challenge. Inevitably this will provide an excellent learning experience for the students and ultimately benefit oral health across Suffolk and beyond.



Lorraine Mattis

Lorraine is a senior leader with over two decades of expertise in NHS healthcare. Throughout her career, Lorraine has held senior leadership roles within the NHS, alongside the voluntary, community, and social enterprise sector. She holds a BA (Hons) in Public Policy & Management and MSc in Healthcare Leadership, Senior Healthcare Leadership Award and PG Cert in Leadership Coaching & Mentoring.

Chief Executive at the University of Suffolk Dental CIC, Lorraine is spearheading innovative initiatives aimed at improving oral health and general health whilst striving to tackle health inequalities. Her expertise extends across both primary care and secondary care, where she has successfully led initiatives that deliver social value and impact. Lorraine values the importance of forging strong partnerships across a wide range of sectors.

At the heart of Lorraine's professional philosophy is an unwavering commitment to equality, diversity and inclusion. She firmly believes in putting people and communities at the forefront of decision-making. Currently a Non-Executive Member at Bedfordshire, Luton and Milton Keynes ICB, and Chair of the ICB Working with People & Communities Committee.

Eren Demir

Eren is a healthcare modelling specialist with expertise in strategic consulting, advanced analytics, and digital solutions at the University of Hertfordshire. He provides decision-makers with powerful tools to understand complex systems and assess interventions and policies before implementation, thereby avoiding the trap of “doing things and hoping for the best”.

With extensive experience in both national and international healthcare services, Eren specialises in demand and capacity modelling, workforce planning, service redesign for improved clinical outcomes, AI-driven prediction of adverse events, simulation of patient pathways, outcome evaluation, cost-effectiveness analysis, and the implementation of digital solutions to empower patients, improve patient outcomes and alleviate healthcare worker burden.

Eren’s work includes developing decision support tools (DSTs) such as patient pathway simulations for various medical conditions, including HIV disease, Deep Vein Thrombosis, COPD, Emergency Services, Parkinson’s Disease, Diabetes, Wound Care, Bone Metastasis, Cataract and Retinal services, Neonatal services, and Critical Care. Digital solutions include mobile health apps with DSTs for patients and clinicians. These apps are deployed in sub-Saharan Africa to support and empower patients.

Currently, Eren serves as a Professor in Decision Sciences at Hertfordshire Business School.



Richard Hammond

Richard has over 40 years’ experience in the NHS, he qualified in 1986 and practiced as a diagnostic radiographer. For the past 22 years he has been in Operational Management at Director level in acute NHS providers.

He has a professional operational background in Emergency Medicine, Medicine, Clinical Support, Anaesthetics, Surgery, Theatres and Community Services and a demonstrable record of delivery against quality, safety, financial, operational objectives. Which includes transformation, modernisation, and service development.

Currently he is the ICB’s Elective Director and is leading at System level; Elective Recovery (from the COVID pandemic) and the development of Hertfordshire and West Essex Clinical Networks.





Bonnie Teague

Dr Bonnie Teague is Associate Professor of Mental Health Services Research at the University of East Anglia, and Head of Research at the Norfolk and Suffolk NHS Foundation Trust. She is also a Rural Health Fellow with the NICHE institute, and elected fellow of the Faculty of Remote, Rural and Humanitarian Healthcare. She has worked in clinical research for over 20 years and is chief investigator and co-investigator on numerous National Institute of Health Research projects. She is also supervisor for MSc Nurses and Doctoral trainees of clinical psychology.



Margaret Greenfields

Margaret's background as a policy professional, (who initially trained as a community lawyer with a particular interest in family law and homelessness) underpins her research, consultancy, teaching, and evaluation activities as an academic. She has worked extensively in the field of social inclusion (with particular reference to inclusion health and accommodation issues), ethnicity, equalities, and social justice with a specific emphasis on undertaking collaborative research with communities at risk of marginalisation, racism and 'othering'.

She has a long history of working collaboratively with Romani Gypsy, Traveller, Roma, and more recently Showmen and Boater communities at local, UK and international levels as well as undertaking policy and practice engaged research with refugees and asylum seekers, vulnerable migrants, homeless people, LGBT+ people of faith and members of other communities whose voices are often silenced.



Sarah Wadd

Sarah Wadd is a Principal Research Fellow at the University of Bedfordshire with over 20 years' experience of addictions research. She passionately believes that people are experts in their own lives and hold powerful visions for change. By placing their stories, experiences and vision at the centre of her research, she ensures that their voices and perspectives are amplified.

Mary Edmonds

Dr Mary Edmonds is the Deputy Dean for Practice Learning and Simulation, Faculty of Health, Medicine and Social Care at Anglia Ruskin University. She actively contributes to faculty, institutional and national workstreams.

Mary has worked in partnership to champion innovative practice learning experiences. These include simulated practice learning, a primary care digital placement, student per shift model and inter-professional Samaritans placements. Innovations which have been published and received national and regional recognition. In 2021, Mary and the capacity expansion team won a Collaborative Award for Teaching Excellence (CATE).

Mary led a national simulation research project to investigate how simulated based learning transforms practice learning in pre-registration nursing. The project consisted of four phases: a systematic review, cross-sectional survey, in-depth case study and focus groups. The 'Simulation in Nursing Education: an evidence base for the future' was published in January 2024 in collaboration with the Council of Deans of Health.



Niam Abdulmohdi

Dr. Naim Abdulmohdi is the Director of Quality Improvement Research at Anglia Ruskin University's Faculty of Health, Medicine, and Social Sciences. With over 22 years of experience in critical care nursing and nurse education, his research focuses on using clinical simulation to enhance students' competency and decision-making skills.

Naim led two phases of a national simulation project on Future Nurse Education, funded by CoDH. In addition to leading the faculty simulation research interest group, he supervises two doctoral students in simulation, employing innovative approaches and driving staff development. He also contributes to an international research group evaluating the impact of virtual learning environments on nursing students' medicine calculation competency across seven universities.

Currently, Naim leads a funded clinical research study evaluating technology-enhanced hospital discharge, focusing on patients' and staff's digital readiness and its impact on transitions of patient care. He also leads two workstreams in an NHS-funded research evaluation of the Professional Nurse Advocate (PNA) and its potential impact on staff well-being and retention.





Pandelis Kourtessis

Professor Pandelis Kourtessis was appointed Associate Dean for Research and Enterprise in 2019 in the newly formed School of Physics, Engineering and Computer Science at the University of Hertfordshire, and in 2020 he was promoted to Professor of Cognitive Networks.

He was previously Reader in Communication Networks since 2011. His funding ID includes EU (FP7, H2020), European Space Agency (ESA), UKRI and industrially funded projects, all of which as PI. He has served as general chair, co-chair, technical programme committee member and at the scientific committees and expert groups of IEEE workshops and conferences, European technology platforms and European networks of excellence.

He has published more than 130 papers at peer-reviewed journals, peer-reviewed conference proceedings and international conferences. His research has received coverage at scientific journals, magazines, white papers and international workshops. He has been co-editor of a Springer book and chapter editor of an IET book on softwarization for 5G.

He has been granted two international patents with Global Invacom, launched a press release jointly with the BBC R&D and was invited by the Broadcast Services Study Group (BCS SG) to contribute with his partners to a new services amendment to the IEEE 802.11 standard. Since 2022 he is member of the UH Knowledge Exchange advisory group and the Enterprise Hub Accelerator advisory group and in the steering group of the Integrated Care Systems funding programme with NHS Hertfordshire and West Essex.



Iosif Mporas

Dr Iosif Mporas is currently a Reader in signal processing and machine learning (Associate Professor) at the University of Hertfordshire. He is also Director of the Research Centre Networks and Security, and Academic Lead of the Intelligent Autonomous Control Systems Lab. He received the Diploma (5-years) and Ph.D. degrees in electrical and computer engineering from the University of Patras, Greece, in 2004 and 2009, respectively.

He has participated in more than twenty EU-funded and UKRI funded research and development projects as a researcher, a senior researcher, and a principal investigator. He has authored or co-authored more than 150 papers in international journals and conferences cited more than 2115 times (h-index: 23). His research interests include applications of signal processing and machine learning. He serves as a reviewer of grant applications, a reviewer of international journals, and a program committee member in international conferences, while he was the General Chair of the Joint SPECOM/ICR 2017 Conference and the Technical Chair of the ICESF 2020 Conference.

Charlotte Mullins

Charlotte Mullins has worked within the NHS for 32 years in Acute, Community and Mental Health Trusts with her time spent more recently in commissioning organisations. Her role includes co-leading Population Health Management in HWE ICB with Dr Sam Williamson and leading the Research, Innovation and Evaluation function. Charlotte enjoys putting data to use to improve our populations' outcomes and understanding how the role of Research has a critical role in acquiring new knowledge that will facilitate these improvements.



Sam Williamson

Dr Sam Williamson is a qualified doctor and Consultant in Public Health. Sam combines these skills by co-leading the HWE ICB PHM function using data to identify opportunities, implementing best practice evidence-based interventions and evaluating impact of these on our population's health. In addition to this Sam also leads the Long-Term Conditions and Prevention programme across the HWE Integrated Care System. Sam has also been instrumental in developing a segmentation model, a key PHM tool, which was shortlisted for an HSJ Digital Award in 2023.



Alison Lawrence

Alison Lawrence qualified as an Occupational Therapist in 1998 from the University of East Anglia. Since qualifying she has worked in the community, outpatients and in rehabilitation wards in the East of England. Her special interest is working with adults who have neurorehabilitation needs. Alison joined the University of Essex in April 2024 as a Lecturer within the Health, Wellbeing and Care Hub. In this role she coordinates the Neurorehabilitation Online Clinic (NROC), facilitating students on placement and supporting clients who have an ABI. Within this field the team assess, formulate, set client-centred goals and plan treatment sessions. Alison is registered with the Health and Professionals Council (HCPC) and is a member of the British Association and College of Occupational Therapist (BAOT).



Sally Hardy

Throughout her academic career, Professor Sally Hardy has remained closely linked with the NHS, promoting practitioner led inquiry and transformational change through evidence-based health care. Sally re-joined the University of East Anglia in September 2019 as Professor of Mental Health and Practice Innovation and Dean School of Health Sciences and is now focusing on leading the Norfolk Initiative for Coastal and rural Health Equalities (NICHE), Anchor Institute for the Norfolk and Waveney Integrated Care System. Sally's research focuses on understanding what factors contribute to sustainable workplace cultures and effective health and social care systems. She has recently taken on the Leadership role of the NICHE Anchor Institute at UEA and has become a Non-Executive Director with Norfolk and Suffolk Mental Health Trust.





Jonathan Webster

Jonathan has been involved in national & international work related to older persons' care; practice & system transformation; leadership development; workplace culture; practice development; quality improvement & clinical assurance. His professional interests lie in developing person-centred cultures of practice that enable those involved in health & care to work in partnership with service users & their supporters through practice development, service transformation & action research.

His career stretches over 30 + years working for the NHS & across Higher Education. Jonathan, a Registered General Nurse since 1990 has worked in both secondary & community settings in the UK & Australia. His clinical practice expertise is older people's nursing having held two Consultant Nurse posts for Older People. During this time, he led programmes of education, practitioner centred research, evaluation & practice development having held honorary gerontological & practice development fellowships with the Royal College of Nursing Institute.

Jonathan's first commissioning role was in 2009. In 2011 he became North West London PCTs Cluster Director of Nursing & Quality, before becoming the Director of Quality & Nursing for 5 of the CCGs holding the Board role for Nursing. Between July 2017 & August 2019, he was seconded to NHS England/ Improvement initially in the London Region as Director of Nursing & latterly in the South East Region as Interim Regional Chief Nurse.

Jonathan joined UEA in July 2020 as Professor of Practice Development & Co-Director of the ImPACT Research Group. His role moved into NICHE when it formed in January 2023.

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