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Power Festival | Reflections & Impact

Healthy & Connected Communities | 27th & 28th April 2022 | Hilton Belfast
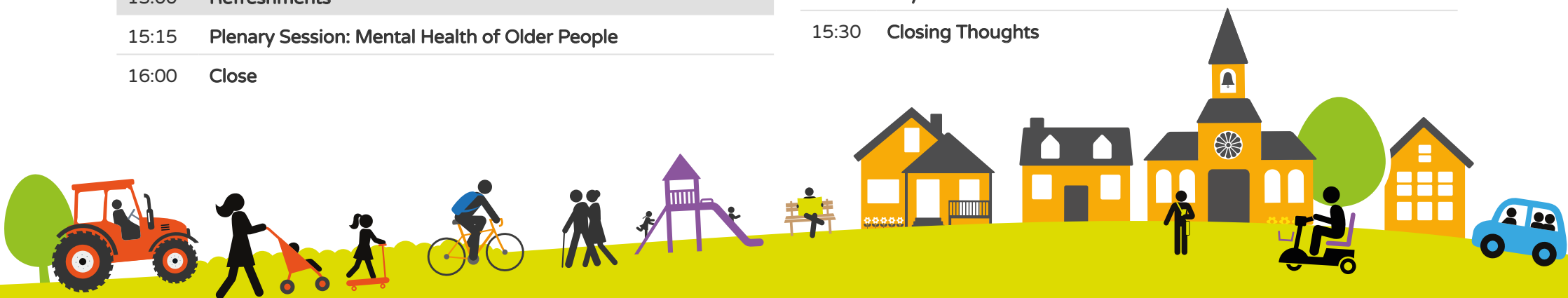
Programme

mPower
Healthy & Connected Communities

Day One: Wednesday 27 April

08:30	Registration and Refreshments
09:30	Welcome
09:45	Keynote
10:20	Plenary Session: mPower Impact and Evaluation
11:00	Refreshments
11:30	Parallel Sessions 1a: Diversity of Social Prescribing Connections 1b: mPower in Partnership with Clinical Services 1c: mPower Response to a Pandemic
12:30	Panel Discussion with Q&A: Added Value of Cross Border Working
13:15	Lunch
14:15	Parallel Sessions 2a: mPower in Partnership with Community Organisations 2b: Where Next for mPower's Digital Health Themes 2c: Community Navigator Role
15:00	Refreshments
15:15	Plenary Session: Mental Health of Older People
16:00	Close

Day Two: Thursday 28 April

08:30	Registration and Refreshments
09:30	Welcome
09:35	Keynote
10:15	Plenary Session: Critical Role of Community and Voluntary Sector
11:00	Refreshments
11:30	Parallel Sessions 3a: Community Digital Hubs 3b: mPower in Partnership with Commercial Suppliers 3c: Shared Learning: Moving Knowledge Not People
12:30	Lunch
13:30	Parallel Sessions 4a: Embedding Video Enabled Care 4b: Digital Literacy; Engagement & Champions 4c: Care Homes and Digital Connections
14:30	Refreshments
14:45	Keynote
15:30	Closing Thoughts

08:30 ## Registration and Refreshments

09:30 ## Welcome: Introduction to Festival

Margaret Whoriskey, Head of Technology Enabled Care and Digital Healthcare Innovation, Deputy Director Digital Health and Care Directorate, Scottish Government and **Damien McCallion**, Director General, Cooperating and Working Together (CAWT) and HSE National Director.

09:45 ## Keynote

Opening keynote touching upon mPower's themes, including person-centred care and co-design. Q&A to follow.
- Presenter: **Cat Macaulay**; Chief Design Officer at The Scottish Government

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10:20 ## Plenary Session: mPower Impact and Evaluation

The mPower Programme Manager and members of the Evaluation team present highlights of the project's key outputs and outcomes. Presentations followed by Q&A.
- Facilitator: **Dr Ann Coyle**, formerly HSE CHO8 General Manager Health and Well Being and mPower Project Board Member
- Presenters: **Alan Connor**, mPower Programme Manager, NHS National Services Scotland; **Prof Sarah-Anne Munoz**, Professor of Rural Health; **Dr Anna Terje**, Research Fellow; both University of the Highlands and Islands.

11:00 ## Refreshments and Networking Opportunity

11:30 ## Parallel Session 1a: Diversity of Social Prescribing Connections

Examples of how mPower partners met the project's health and wellbeing aims: exploring a variety and diversity of social prescribing opportunities and focussing on what mattered to the beneficiary. Followed by a panel discussion with advocates for social prescribing across the project's three jurisdictions.
- Facilitator: **Jonathan Patchell**, Head of North-South, EU and International Unit, Department of Health, Irish Government
- Presenters: **Aidan McCabe**, mPower Implementation Lead, Southern Health and Social Care Trust (SHSCT); **Margaret McNeill**, mPower Community Navigator, NHS Western Isles (NHS WI); **Lucy Gurling** and **Mairi Palmer**, mPower Community Navigators, NHS Dumfries and Galloway (NHS D&G); **Anne Sheridan**, formerly Programme Manager Mental Health and Wellbeing Programme, HSE
- Q&A with presenters and additional panel members: **Alison Leitch** and **Clare Cook**, Scottish Social Prescribing Network Steering Group.

mPower is supported by the European Union's INTERREG VA Programme and managed by the Special EU Programmes Body (SEUPB).

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11:30   ## Parallel Session 1b: mPower in Partnership with Clinical Services

mPower worked closely with individuals, communities and health and social care organisations. In this session project team members highlight some of the clinical services they collaborated with to increase access to digital options for their staff and service users. Presentations followed by Q&A.

- Facilitator: **Bill Forbes**, Chief Officer, CAWT
- Presenters: **Susan McKie**, Assistive and Inclusive Technology Programme Manager, NHS D&G; **Louise-Anne MacDonald**, mPower Community Navigator, NHS WI; **Lorna McGoran**, North Ayrshire Health and Social Care Partnership Manager; **Ruth Beaumont**, mPower Quality Improvement Officer, Western Health and Social Care Trust (WHSCT); **Mairead McGahan**, Service Improvement Lead for Dementia, and **Cailin McKearney**, mPower Quality Improvement Officer, both SHSCT; **Cheryl Breen**, mPower Quality Improvement Lead, HSE CHO8-Midlands, Louth, Meath.

11:30   ## Parallel Session 1c: mPower Response to a Pandemic

In March 2020 mPower project teams realised their aim to create healthy and connected communities had become an even bigger challenge. For nearly half its lifetime the mPower project has worked under Covid-19. In this session, team members present on some of the ways they reacted to the pandemic. How they adapted their delivery and maintained a focus on the individual and maximised access to digital options that became critical tools for us all. Presentations followed by Q&A.

- Facilitator: **Jacqueline McDevitt**, EU and eHealth Branch, Department of Health, Northern Ireland Executive
- Presenters: **Sue Long**, mPower Implementation Lead, NHS WI; **Pauline McKeown**, mPower Community Navigator, WHSCT and **Rita O'Loughlin**, B-Friend Hub Project Co-ordinator (Fermanagh); **Elaine Conlon**, mPower Community Navigator, SHSCT; **Elaine Aughey,** Business Analyst and **Lorraine Gilmartin**, Senior ICT Project Manager, both eHealth and Disruptive Technologies, HSE

12:30   ## Plenary Session: Added Value of Cross Border Working

Overview from jurisdictions' Health Department leads on added value of working together across borders and systems, exemplified by the mPower project partnership, and looking forward to future collaborations.

- Facilitator: **Gina McIntyre**, Chief Executive Officer of the Special EU Programmes Body (SEUPB)
- Panel discussion and Q&A with:
  Margaret Whoriskey, Deputy Director Digital Health and Care Directorate, Scottish Government.
  Jonathan Patchell, Head of North-South, EU and International Unit, Department of Health, Irish Government
  Jacqueline McDevitt, EU and eHealth Branch, Department of Health, Northern Ireland Executive

13:15   ## Lunch within the Hotel, Opportunity to Network

![mPower - Healthy & Connected Communities]

14:15   ## Parallel Session 2a: mPower in Partnership with Community Organisations

mPower actively worked with Community and Voluntary sector partners from the start of the project. In this session the presenters explore examples of where these collaborations were most successful. Including instances of increased access to digital opportunities and the championing of 'citizen tech' e.g. smartphones, wearables and products available on the High Street. Presentations followed by Q&A.

- Facilitator: **Fiona Murphy**, Head of Health & Wellbeing, HSE CHO8- Midlands, Louth, Meath and mPower Project Board Member
- Presenters: **Kathy Wiles**, Digital Dementia Advisor, Alzheimer Scotland; **Kathy Gallagher**, Southern Age Well Network; **Conor Keenan**, Confederation of Community Groups Lead; **Dennis Ryan**, Hospital at Home, Drumclay; **John Gallagher**, Gleann Fhinne CTR.

14:15   ## Parallel Session 2b: Where Next for mPower's Digital Health Themes

mPower had a dual 'connectivity' objective: to connect people to their communities and in parallel increase their confidence and access to digital connectivity. The project teams were greatly helped in the latter by colleagues from regional and national teams who provided their skills and guidance throughout. In this session some of those experts provide reflection and insight into where digital health and care will be in the next few years. How digital health options might support Covid recovery, integrated care, waiting times, mental health for all ages and contributing to combat climate change. Presentations followed by Q&A.

- Facilitator: **Prof Michael Scott**, Head of Medicines Optimisation Innovation Centre, HSCNI
- Presenters from Scottish Government Digital Health and Care; Digital Health & Care NI and HSE eHealth and Disruptive Technologies.

14:15   ## Parallel Session 2c: The Community Navigator Role

An mPower Community Navigator was the face of mPower for thousands of people who interacted with the project. The navigators' empathetic approach and their capacity to hear, listen and act upon people's wishes was fundamental in the project's success. Some of the navigators join this session and present examples of how local approaches made a difference to people. Presentations followed by Q&A.

- Facilitator: **Gerard Rocks**, Assistant Director of Promoting Wellbeing, SHSCT and mPower Project Board Member
- Presenters: **Abby Burnett**, mPower Implementation Lead and **Michelle McAuley**, Trusted Assessor, both NHS D&G; **Monica Ramsey**, HSE CHO1- Cavan, Donegal, Leitrim, Monaghan, Sligo; **Ciara McGivern**, ALONE and HSE CHO8- Midlands, Louth, Meath; **Sandra Mooney**, mPower Community Navigator, SHSCT.

15:00   ## Refreshments en route to Last Session

15:15   ## Plenary Session: Mental Health of Older People

The pandemic has amplified some of the challenges facing our ageing population, here guest speakers talk to their experiences of delivering services, including collaboration with mPower, for those with memory impairment, Alzheimer's disease and dementia. Presentations followed by Q&A.

- Facilitator: **Vincent Ryan**, Assistant Director Primary Care and Older People, WHSCT and mPower Project Board Member
- Presenters: **Dr Atiqa Rafiq**, Consultant Psychiatrist, HSE; **Joyce Gray**, Deputy Director for Development, Alzheimer Scotland; **Chris Wright**, National Advisor for Digital Mental Health and Head of Programme Digital Mental Health, Scottish Government;

16:00   ## Close

Summary of day and look towards day 2

08:30 ## Registration and Refreshments

09:30 ## Welcome

Carolyn Low, Director of Finance, NHS National Services Scotland and chair of mPower Project Board

09:35 ## Keynote

An overview of the work of ALONE, their advocacy and drive to tackle the same key themes of mPower and their collaborations with the project. The presentation will magnify the key role played in our health and care systems by the Voluntary and Community sectors. Followed by Q&A.

- Presenter: **Sean Moynihan**, Chief Executive, ALONE

10:15 ## Plenary Session: The Critical Role of Community and Voluntary Sectors

Following the morning's keynote, and continuing the thread, additional guests from Republic of Ireland, Scotland, and Northern Ireland provide their perspective on the sector's unique place in health and care delivery. Presentations followed by Q&A, with the morning's keynote speaker joining the panel, to explore why we should all value, nurture and invest in them.

- Facilitator: **Sally Dyson**, Head of Digital and Development, Scottish Council for Voluntary Organisations (SCVO) and mPower Project Board Member
- Presenters: **Sarah Huggett**, Regional Project Support, Healthy Living Centre Alliance; **Allison Forbes**, Project Manager, The South-West Age Partnership (SWAP); **Anne Rizzo**, International Relations Officer, Regional Programme Manager, Age Friendly Ireland; **David McNeill**, Director of Development, SCVO.

11:00 ## Refreshments and Networking Opportunity

11:30   ## Parallel Session 3a: Community Digital Hubs

Increasing access to digital services was a key objective for mPower. This was often achieved in collaboration with community groups providing centres where technology could be tried, questions asked and answered, and confidence gained. Across almost all the project partners these 'hubs' have been established as a legacy of the project. Here presenters highlight initiatives which exemplify the diversity of purpose, delivery models, and locations which can be adopted elsewhere. Presentations followed by Q&A.

- Facilitator: **Rachel Bourke**, Programme Manager, Near Me Networks, Scottish Government
- Presenters: **Aislinn Gannon**, General Manager, Digital Health HSE CHO1- Cavan, Donegal, Leitrim, Monaghan, Sligo; **Joanna McGinley**, mPower Digital Navigator, NHS WI; **Aoife Bailey**, Community Hospital settings former Director of Nursing HSE, Business Manager, HSE CHO8- Midlands Louth Meath and **Lorraine Gray**, Assistant Director of Nursing, Our Lady of Lourdes, HSE; **Alison McAllister**, Library and Information Service Manager, Communities and Education, North Ayrshire Council; **Ruth Beaumont**, mPower Quality Improvement Officer, WHSCT.

11:30   ## Parallel Session 3b: mPower in Partnership with Commercial Suppliers

Delivering digital health and care is not the sole objective of national and regional health organisations. Co-design, co-delivery and collaboration with commercial partners is essential. In this session presenters feature their products, explore their successes with mPower and some of the missed opportunities which regretfully passed the project by. Presentations followed by Q&A.

- Facilitator: **Morag Hearty**, National Strategic Lead, Connect Me: Remote Health Pathways, Scottish Government
- Presenters: **Brian Brown**, Commercial Director, ARMED (Early Intervention & Prevention Solutions); **Kathleen McGuire**, Clinical Director Health & Transformation, Strata Health and Borders HSCP Commissioner; **Georgia Nelson**, Senior Business Development Manager, inhealthcare; **Lisa Simmons**, Clinical Implementation Manager, ORCHA and **Janice McGhie**, Digital Lead Innovations & Development, Alzheimer Scotland; **Joyce Gray**, Deputy Director for Development, and **Kathy Wiles**, Digital Dementia Advisor, ADAM Team, Alzheimer Scotland; **Leeann Monk-Ozgul**, Co-Founder and Operations Director, Elemental Social Prescribing Software.

11:30   ## Parallel Session 3c: Shared Learning – Moving Knowledge Not People

In the first two years of mPower there was a great deal of learning and enrichment to be gained from on-site visits across the partnership, but the onset of the pandemic required a rethink. It became imperative the project could move the knowledge whilst not moving the people. This session will explore the value of visiting partners in a completely different location and how knowledge can be shared effectively without moving from your desk too. Presentations followed by Q&A.

- Facilitator: **Michele Bekmez**, Integrated Care Partnership (ICP) Business Manager, HSCNI and mPower Project Board Member.
- Presenters: **Nicola Maher**, mPower Shared Learning Manager, NHS NSS; **Fiona Palmer**, Diabetes Nurse Specialist ECHO Network, NHS D&G; **Kirsty Beaston**, Highland Hospice Project ECHO Scotland Co-ordinator; **Ciara McClements**, Facilitator- Social Prescribing Project ECHO Network, Belfast Trust; **Corrine Clark**, Respiratory Nurse Specialist and **Michelle Duffy**, Advanced Practice Respiratory Nurse, both NHS Highland; **Elaine Aughey** and **Alex Mason**, Business Analysts, eHealth and Disruptive Technologies, HSE.

12:30 **Lunch within the Hotel, Opportunity to Network**

13:30 ## Parallel Session 4a: Embedding Video Enabled Care

The mPower project facilitated video enabled consultations from the start. This session will, in particular, spotlight the success of HSE's Attend Anywhere scale up in March 2020 and the lessons to be learned from it for other digital initiatives. In addition, Near Me in Scotland will feature the contributions being made by Improvement Leads in successful and sustainable adoption of change there. Presentations followed by Q&A.

- Facilitator: **Cara O'Neill**, Head of Service, Health and Wellbeing, HSE CHO1- Cavan, Donegal, Leitrim, Monaghan, Sligo and mPower Project Board Member
- Presenters: **Cathy Gillen**, Clinical Specialist Respiratory Physiotherapist, HSE Our Lady of Lourdes Hospital, Drogheda; **Julie Bellew**, ICT Programme Manager Telehealth & CAWT and **Emer Sheridan**, Project Manager, both eHealth and Disruptive Technologies, HSE; **Rosie Cooper**, National Improvement Lead Near Me Networks, Scottish Government.
- **Ruth McGuiness**, Respiratory Physiotherapist, HSE will join the presenters for Q&A.

13:30 ## Parallel Session 4b: Digital Literacy – Engagement & Champions

This session will headline examples in mPower of person-centred support which decreased the barriers to access services and made the digital option a viable choice for more people. Presentations followed by Q&A.

- Facilitator: **David McNeill**, Director of Development, Scottish Council for Voluntary Organisations (SCVO)
- Presenters: **Kieron McIlveen**, mPower Digital Navigator, North Ayrshire HSCP; **Karen McCombe**, mPower Community Navigator, SHSCT; **John McDonald**, mPower Community Engagement Coordinator, SCVO; **Nathalie Guillaume**, Community Health Development Practitioner, NHS D&G; **Karen Coan**, mPower Community Navigator, HSE CHO8 and ALONE.

13:30 ## Parallel Session 4c: Care Homes and Digital Connections

mPower worked with communities to enable people to take the steps needed to live well, safely and independently in their own homes by self-managing their own health and care in the community. "In their own homes" always meant a variety of environments and the pandemic emphasised this included care homes. This session will explore how the project teams adapted swiftly and supported people in care homes to keep connected with their friends, families and community. Presentations followed by Q&A.

- Facilitator: **Rodd Bond**, formerly Director of Netwell CASALA, Dundalk and mPower advisor
- Presenters: **Aidan McCabe**, mPower Implementation Lead, SHSCT; **Sarah Cottingham**, mPower Digital Navigator, NHS WI; **Rikke Iversholt**, Social Care TEC Lead, Scottish Government; **Susan McKie**, Assistive and Inclusive Technology Programme Manager, NHS D&G.
- Q&A on the presented theme with presenters joined on a panel by: **Sue Long**, mPower Implementation Lead, NHS WI.

14:30 **Refreshments en route to Last Session**

14:45 **Keynote**

A closing keynote to reinforce the key mPower learning that retaining a focus on person-centred approaches, asking "what matters to you" and responding accordingly, is the most effective support for many people.

- Presenter: **Tommy Whitelaw**, BCAh Hon. Masters, Open University, Health, Social Care & Policy National Lead for Carers and Outreach, Health and Social Care Alliance Scotland

15:30 **Closing Thoughts**

A short five-minute summary of the Festival before closing the event.