

Hospice UK Technology Leaders Conference

Thursday 5 February 2026, Dynamic Earth, Edinburgh

08.30	Registration, Exhibition and Refreshments
08.45 - 09:15	<p>Breakfast session - Start your morning smarter: From fundraising to finance</p> <p><i>Kindly supported by ForGood. Tech</i></p> <p>Kick off your day with insights that will power your organisation forward.</p> <p>Join Business Central Product Specialist Nicole Hill for this practical breakfast session: From fundraising to finance.</p> <p>In just 30 minutes, you'll leave with actionable tips and strategies to streamline financial processes and simplify compliance. Nicole will show you how CRM activity flows seamlessly into Business Central—covering automated Gift Aid submissions, VAT 33/26 considerations, and how to deal with fund accounting challenges—all in one integrated process.</p> <p>Grab your coffee, settle in, and start your day with knowledge that makes a real impact.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Nicole Hill, Business Central Product Specialist, ForGood.Tech
09.30 - 09:50	<p>Welcome and Introduction</p> <ul style="list-style-type: none"> Steve Thorlby-Coy, Director of Transformation, Hospice UK Chris Lines, Microsoft Elevate
09:50 - 10:30	<p>Session 1 - The big picture: Why digital and health innovations fail and what we can do about it?</p> <p>Many digital health and care interventions never live up to their promise. While there is no single "recipe for success," there are practices that help improve the chances of effective implementation,</p>

	<p>adoption, and scaling. Early in development and deployment, success depends on clearly establishing a real need, involving end-users (e.g. clinicians, patients), and carefully mapping existing care processes. Later, for sustainable scale and impact, it's vital to assess how well the innovation transfers across different contexts and to continuously refine and optimise its functionality over time.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Kathrin Cresswell, Professor of Digital Innovations in Health and Care, University of Edinburgh 	
10.30 - 11:15	<p>Session 2 - Digital leadership: What hospice CEOs, senior leaders and boards need to know in 2026</p> <p>Ross McCulloch – Director of Third Sector Lab – cuts through the jargon to explore how digital can strengthen care, culture and organisational resilience across the hospice sector. Drawing on years of supporting CEOs and trustees to build digital confidence, Ross will show why effective digital leadership isn't about technical expertise, but about vision, governance and empowering people.</p> <p>You'll learn how to align digital with organisational purpose, make better decisions about systems and data, reduce digital debt, make the right decisions around AI and create a culture where staff can improve services safely and creatively. Whether you're a CEO, senior leader or trustee, you'll leave with practical tools to ask better questions, manage risk, and lead digital change with clarity and compassion.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Ross McCulloch, Director, Third Sector Lab 	
11:15 - 12:00	<p>Refreshments & Exhibition</p>	
12:00 - 12:45	<p>Session 3A - Digital strategy in the age of AI: Building the future hospice</p> <p>Hospices are operating in a digital-first, AI-enabled world—but what does that really mean in practice? This session</p>	<p>Session 3B - Breaking out of analysis paralysis and building data capability in hospices from data rich to insight ready: Empowering hospices to harness analytics for impact</p> <p><i>Kindly supported by Here</i></p>

	<p>explores how a clear, purposeful digital strategy can deliver real results: reducing costs, keeping staff safe, and putting patients first. We'll look at what hospices should be focusing on now to become AI-ready, from strong digital foundations and better use of data to practical, ethical adoption of new technologies. Drawing on sector insight and real-world experience, this talk cuts through the hype to show how digital and AI can support teams, improve care and create a more sustainable future.</p> <p>Attendees will leave with a clear sense of what matters, what to prioritise, and how to turn digital strategy into meaningful transformation that makes a difference on the ground.</p> <p>Speaker:</p> <ul style="list-style-type: none"> Nathan Baranowski, CEO, Digital WonderLab 	<p>Hospices are rich in data but often struggle to turn it into actionable insight. With increasing demands from NHS programmes like Faster Data Flows and CSDS, and the need to demonstrate impact and equity, the pressure on digital and data teams has never been greater.</p> <p>This session explores practical steps to move from spreadsheets to strategic analytics—without breaking the bank. Drawing on real-world partnerships with hospices such as St Gemma's, we'll cover:</p> <ul style="list-style-type: none"> Why hospices need to see data as a strategic asset, not an administrative burden. Common challenges: fragmented systems, manual reporting and "analysis paralysis." How to build sustainable capability—data warehouses, Power BI and internal skills—rather than outsourcing. The role of collaboration and shared learning across the sector. <p>By the end, you'll have a clear picture of how you can unlock the value of your data to improve care, demonstrate impact, and secure your place in an increasingly data-driven healthcare landscape.</p> <p>Speakers:</p> <ul style="list-style-type: none"> Matthew Riley, Head of Informatics, Here Douglas Bainbridge, Systems & Intelligence Architect, Here
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12:45 - 13:30	Session 4A - How wearable technology can support vulnerable people in the community - the headaches, hopes and horizons 'ReUnite' devices initially were developed to support people living with dementia who were at risk of becoming disorientated, lost and distressed become reunited with their family carers as quickly as possible. Working collaboratively with the community designed and developed the devices and want to share learning and our hopes for the future. Speakers: <ul style="list-style-type: none"> Debby Veigas, End of Life Care Admiral Nurse, Wakefield Hospice Mark Lee, IT manager, Wakefield Hospice 	Session 4B - Responsible investment in hospice AI In this session we'll look at the potential of AI - both in general, and for hospices specifically. We'll also explore 10 problematic pitfalls and consider how to circumvent them. Most importantly we'll talk about a systematic approach to planning your AI adoption, and the kinds of checks you should make along the way. Speaker: <ul style="list-style-type: none"> Jeremy Worrell, AI & Digital Director
13:30 - 14:30	Lunch & Exhibition	
14:30 - 15:15	Session 5A - How AI transcription tools can benefit hospices This session will share early findings from the evaluation of the use of Heidi AI, an AI powered medical scribe, at	Session 5B - How technology can enhance patient experience Music and music-making can be an essential part of holistic healthcare provision. Within paediatric palliative care, music therapy is used to offer a form of communication, self-expression and an opportunity to

	<p>both Rowcroft Hospice and St Peter & St James' Hospice.</p> <p>The two trials assessed the impact of AI on reducing time spent writing clinical notes, improving record quality and supporting clinician well-being without compromising patient safety.</p> <p>Attendees will gain a clear view of the potential of digital tools to enhance efficiency and accuracy in palliative care, the considerations needed for safe implementation, and the next steps in their assessment process.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • Helen McGee, Medical Director, St Peter & St James' Hospice • Jon Anderson, CNS, St Peter & St James' Hospice • Vicky Bartlett, Director of Patient Care, Rowcroft Hospice 	<p>create music individually or with loved ones as a form of memory making.</p> <p>Within the techniques used to deliver music therapy, several technologies are incorporated to offer unique experiences for end-of-life support.</p> <p>In this session, some of these techniques and technologies will be explored, including the Memories in Heartbeats offer for antenatal and neonatal referrals, as well as use of iPad apps for songwriting and music making</p> <p>Speaker:</p> <ul style="list-style-type: none"> • Rosie Robinson, Music Therapist, Rainbows
15:15 - 15:45	Refreshments & Exhibition	
15:45-16:30	<p>Session 6 - Think you're safe? Think again. Ransomware is coming!</p> <p>Think you're safe? Think again. Cyber-crime - including ransomware - is becoming more and more common place in organisations of all sizes. It is evolving and targeting every weakness in a system's architecture. Modern attacks bypass legacy defences and within minutes can leave organisations exposed, often putting their systems offline.</p> <p>At St. Raphael's Hospice, our experience of a ransomware attack in 2023 caused us to completely re-think our security arrangements. At</p>	

	<p>the centre of our new protection is SASE (Secure Access Server Edge) inspecting every packet across multiple security engines on one platform.</p> <p>Speakers:</p> <ul style="list-style-type: none"> • John Groom, Director of IT and Estates, St Raphael's Hospice • Alyn Peden, Technical Director, Auxilium IT Consultancy Ltd
16:30 - 17:15	<p>Session 7- Empowering hospice heroes: How Copilot Agents help your teams focus on what truly matters</p> <p><i>Kindly supported by Microsoft Elevate and 365Tribe</i></p> <p>Hospice teams juggle complex care, admin, and volunteer coordination and every minute counts.</p> <p>This session explores how Microsoft Copilot Agents can act as intelligent digital assistants to:</p> <ul style="list-style-type: none"> Automate routine tasks and data retrieval Support clinical, admin, and volunteer teams with relevant insights Free staff to focus on patient care and mission-critical work <p>Join us to see how AI can drive efficiency, improve workflows, and empower your teams helping your organisation focus on what truly matters.</p> <p>Speaker:</p> <ul style="list-style-type: none"> • Rob Pratt, Head of Product Development, 365Tribe
17:15 - 17:30	<p>Final thoughts and conference close</p>