Hospice UK Technology Leaders Conference

Tuesday 9 February 2027, thestudio, Manchester

Monday 8 February

19:30 – 21:00	**Networking evening drinks reception - Abel Heywood, 38 Turner St, Manchester, M4 1DZ** Please join us for an informal evening of networking with your peers.

Tuesday 9 February

08:30	**Registration, exhibition and refreshments**
08:45 – 09:15	**Breakfast session - sponsored** **Speaker tbc**
09:30 – 09:40	**Welcome and Introduction** **Speaker:** • Steve Thorlby-Coy, Director of Transformation, Hospice UK
09:40 – 10:15	**Session 1 - Digital transformation and future hospice priorities – keynote** Digital transformation is reshaping healthcare, but where should hospices focus their efforts? This keynote will take a strategic look at the current landscape and future of health technology, exploring emerging trends, challenges and opportunities for the years ahead. It will consider how organisational priorities, care needs and user experience can inform digital strategy, helping hospices invest in technology that delivers meaningful improvements in care quality. **Speaker tbc**
10:15 – 11:00	**Session 2 – Connected care: bringing data together across health and care - panel session**

	What does truly integrated care look like across hospices, communities and the wider health and care system? This panel will explore how technology can support seamless, personalised care beyond traditional organisational and system boundaries. From shared records and interoperability to neighbourhood health models and rural access challenges, the discussion will examine how hospices can work with system partners to improve coordination, information sharing, and the delivery of care. **Speakers tbc**
11:00 – 11:30	**Refreshments and exhibition**
11:30 – 13:15	**Session 3 – Hospice security in practice - supplier sessions** Two 45-minute parallel sessions lead by suppliers, taking a practical look at how hospices can strengthen their cyber security and reduce everyday risks. These sessions will aim to explore how hospices can strengthen resilience and reduce their risks, respond to incidents, make the right technology choices, protect patient information as AI use grows, and build security awareness across the workforce. Hospice perspectives will help ground the discussion in the realities of care delivery. **Speakers tbc**
13:15 – 14:15	**Lunch and exhibition**
14:15- 14:45	**Session 4 - Skills, confidence and culture in digital transformation across the hospice workforce** How do we promote workforce readiness and support clinical and non-clinical teams to adopt technology confidently, safely and sustainably? This session will explore the people side of digital transformation, from workforce skills and staff co-design to inclusion, equity, access and trust in emerging technologies and AI. It will consider how organisations can bring their workforce with them as technology becomes an increasingly important part of hospice care. **Speakers tbc**

14:45 – 16:00	**Session 5: Round table session: supporting the hospice workforce with technology**
	
	A rotating workshop session with practical case studies to facilitate learning, networking, discussion, and an exchange of ideas. There will be 5-6 tables for delegates to move between during this session.
	
	Sessions:
	• **Preparing for the day you hope never comes: building and exercising a hospice cyber incident response capability**
	  ○ Steve Orman, Associate Director of IT, Hospice in the Weald
	
	• **Use cases for AI agents in hospices**
	  ○ Matt Argyle, Head of Digital, Children's Hospice South West
	
	• **Sustainability**
	• **Ethics**
	• **Workforce and skills**
	• **Patient apps**
	
	Other speakers tbc

16:00 – 16:30	**Refreshments and exhibition**
16:30 – 17:15	**Session 6: Data, risk, governance and responsible investment: what should hospice leaders do next?** Bringing together the key themes from across the day, this fireside chat will explore the experience of digital transformation from the perspective of a hospice leader. Lavinia Jarrett, CEO of Demelza, will reflect on the hospice's digital journey and the choices, challenges and trade-offs along the way. From investment and Board-level decision making to legacy systems, workforce skills, cybersecurity, and responsible use of technology, the conversation will explore how hospices leaders can balance ambition with limited resources and the realities of delivering quality care. **Speakers:** • Lavinia Jarrett, CEO, Demelza • Claire Ellis-Waghorn, Director of IT, Data and Governance, Demelza

17:15 – 17:30	**Final thoughts and conference close** **Speaker:** • Steve Thorlby-Coy, Director of Transformation, Hospice UK