Sharing Best Practice Cornwall



Agenda

Thursday 12 November 2026 | Tregenna Castle, St Ives

A day for people leading, shaping and running general practice across Cornwall.

Time	Session	What to expect
08:30 – 09:15	Registration, refreshments and exhibition	Informal arrival and focused stands around digital, workforce, shared services and practical support.
09:15 – 09:30	Welcome: why are we here?	Set out the Cornwall-owned purpose and explain how the programme has been shaped by general practice.
09:30 – 10:00	Keynote: From practice to system - the changing leadership role of general practice	Claire Fuller. A national perspective grounded in her journey from general practice into system and national leadership.
10:00 – 10:15	In conversation with Claire	Roy Lilley explores what Claire's perspective means in practice for GP partners, practice managers and primary care leaders in Cornwall.
10:15 – 10:45	Keynote: Leading through change what does the NHS need from its leaders now?	Ed Smith. Leadership, responsibility, culture and leading change when the NHS itself is changing.
10:45 – 11:00	What does this mean for Cornwall?	Roy draws the keynote perspectives together and hands over to the practical programme.
11:00 – 11:20	**Break and stands**	
11:20 – 12:00	AI and digital transformation: what can general practice actually do now?	Think Healthcare: GP-focused cloud telephony and contact-management system that helps practices manage calls, improve patient access and link phone services with clinical systems. Dave Mills. Heidi AI: AI clinical assistant/scribe that listens to consultations and creates notes, letters and summaries. Gus Lyon iGPR: Automates and manages GP medical report requests, redaction and secure delivery. Kevin James Compere: Roy
12:00 – 12:30	Workshop rotation 1 (30 mins each, choose one of three options)	A: Fireside discussion: HRT and Inequality do we have an issue in Cornwall? Cornwall and IOS have the highest HRT prescribing rates in the country, however there is huge disparity across the county ie: the disparity in prescribing rates amongst different demographics is just widening the inequity gap. Thomas Smith-Walker (Consultant and Clinical Director at RCHT for Obs & Gynae) and Kristin Feidler (Consultant Obs & Gynae) and Dr Debbie Bugg (GP and partner at Leatside Health Centre) will be joining us as speakers to support an open discussion looking at existing pathways between primary and secondary care, how they can be improved and what needs to be in place to reduce these inequities.

	Workshop rotation 1 (continued) 30 mins chose one of three options	B: Practice sustainability, resilience and shared support What do we mean by sustainability, can we recognise when we are losing resilience and what can we do about it? Join Dr Stewart Smith, Dr Alastair Lockwood and Nicola Davies for a discussion about practical examples which supports practice resilience and the positive impacts it can have when you step back and objectively look at how things are really working in your practice. C: Mind the gap Exploring the gap between in hours and out of hours and how we collectively design a seamless transition from one to another and back again. Opportunity to understand how the out of hours services runs 24/7, what can we collectively do to ensure there is no gap. Using examples where solutions have been put in place with different practices and what more we can do?
12:30 – 13:15	**Lunch and exhibition**	Lunch, networking, sponsor and service stands. Caricaturist arrives
13:25 – 14:25	Cornwall in Practice: Four things practices are doing differently • Problem • What changed • Impact • Learning • What others can copy	Four short, practical examples: 1. Delivering Specialist Care Closer to Home. Dr Laura Walters. 2. Triage and Rurality how to meet population needs. Dr Jim Tait. 3. Estates Transformation and Funding. Dr James McClure. 4. Health inequalities outcomes and continuity of care. Dr Alison Nankervis. 5. Proactive care for high-risk frail patients. Dr Neil McKay.
14:25 – 14:55	From examples to action: what can we take back to practice?	Roy-led discussion drawing together the local examples. Focus on practical things delegates could copy, adapt or explore.
14:50 – 15:30	Workshop rotation 2, details as above (Choose one of three options)	A: Fireside discussion: HRT and Inequality do we have an issue in Cornwall? Thomas Smith-Walker (Consultant and Clinical Director at RCHT for Obs & Gynae) and Kristin Feidler (Consultant Obs & Gynae) and Dr Alison Nankervis (GP and partner at Bosvena Health, clinical lead for Women's Health Hubs) will be joining us as speakers to support an open discussion looking at existing pathways between primary and secondary care, how they can be improved and what needs to be in place to reduce these inequities. B: Practice sustainability, resilience and shared support C: Mind the gap
15:30 – 15:50	**Break**	Refreshments and stand conversations.
15:50 – 16:10	What does general practice need from the system?	LMC, Collaborative Board and Kernow Health. Turn the day's discussion into a small number of practical system asks.
16:10 – 16:30	The Cornish challenge: what are we going to do differently?	Joint closing conversation. Capture practical commitments/ actions and how learning will be followed up.
17:00 – 18:00	Kernow Health AGM	Separate formal business.
Evening	Dinner & networking, followed by magician and silent disco.	Optional dinner/networking for booked attendees.