

# TSA Member Forum NORTHERN

14 May 2008

SUNDERLAND FIRE AND RESCUE HQ, NISSAN WAY,  
BRAMSTON MERE, SUNDERLAND, SR5 3QY

## PROGRAMME

- 10.30 Registration and Refreshments
- 11.00 Introduction and Welcome,  
Marian Preece, Telecare Services Association
- 11.05 Business Opportunities –  
The Expanding Role of the Contact Centre  
Lorinda Russell, Care Call Manager, Gateshead MBC
- 11.30 A New Approach to Person Centred Assistive Telecare  
Neil Bryant, General Manager, Sentinel Healthcare Solutions Ltd  
and Dan Lingard, Melton Healthcare
- 12.00 Telecare and Telemedicine across Northumberland  
Diane Chambers, Principal Housing Officer Elderly Service,  
Paul McLaunlin, Operations Manager – Blyth Valley Borough Council
- 12.30 Lunch
- 13.30 Telecare – Pushing the Right Buttons  
Kim Elkington, SupraUK
- 14.00 Working with the Emergency Services  
Alyson Bell, Care Services Manager, Your Homes Newcastle
- 14.30 Update on the Code of Practice Review  
Marian Preece, Telecare Services Association
- 14.45 General Update on TSA  
Marian Preece, Telecare Services Association
- 15.00 Networking Opportunity

### 2008 TSA MEMBER FORUM PROGRAMME

Region	Date	Venue
Wales	10 June	Holland House Hotel, Cardiff
South West	17 July	The Castle Hotel at Taunton
London & SE	11 September	Imperial Hotel, Bloomsbury, London
Eastern	23 September	tba

Telecare Services Association (TSA) has the mission to 'realise the potential of Telecare'.

If your Organisation has a similar ambition then participating in a TSA Member Forum event during 2008 is a 'must'.

TSA Member Forum events are a key networking opportunity for those involved in Telecare to come together to discuss common themes and issues.

Telecare is a partnership based solution and therefore participation by health, housing, social care and voluntary sector colleagues is welcomed.

TSA Member Forums provide opportunity for interaction on a regional basis:

- Learning about the Telecare industry from a wide range of high profile speakers
- Discussing trends in the Telecare industry
- Debating how Government Policy may impact on the Telecare industry
- Sharing best practice
- Discussing operational issues and concerns
- Influencing the role of TSA

A mix of presentations, discussions, together with the opportunity for networking will be available at each event, supported by a varied range of high profile speakers covering the strategic to the operational perspective.

If you would like to learn more about the TSA Member Forum Programme please contact Marian Preece on 01606 872333.

### Telecare Services Association

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