

The conference opened with a welcome from **Michael Forrest**, the Interim Chief Executive of North West Ambulance Service. As well as informing about some famous LGBT people from the area, Michael outlined how the positive experiences of staff are important to recruitment and retention and also definitively linked to providing effective care.

Alistair Gunn and **Kirsten Willis** then provided an update on the progress of the National Ambulance LGBT Network. At the start of August 2018 the Network celebrated its third birthday and several key developments in the last twelve months have been launching the website, creating new trans resources and providing increased representation at Pride events around the country.

The entertaining and profound keynote speech by **Helen Belcher**, looked at the part we can all play in leading our organisations through change. Although not easy, Helen is testament to the fact that vision and determination play a big part in achieving sustainable change.

After lunch **Alistair Gunn** and **Kirsten Willis** returned to facilitate a surprise award ceremony, enlisting the support of **Michael Forrest** and **Yvonne Ormston** (Chief Executive of North East Ambulance Service). Newly created Gold Star of Life Awards were bestowed on 36 people who have supported the development of the National Ambulance LGBT Network in the first three years. You can find our more information in the Resources and Information section.

In the final part of the day Alistair and Kirsten also returned again to launch two new products. The first is a z-card style leaflet providing support to operational ambulance staff when dealing with trans patients. **Steph Meech** explained the background to this development and how the leaflet is the culmination of almost two years work.

Jules Lockett provided an insight into a new Mental Health Support Pack that had been developed in conjunction with Mind, the Blue Light Programme and The Ambulance Staff Charity. Copies of both resources were given out to everyone present.

After a final round-up, and appreciations to all the people who made the conference possible, **Yvonne Ormston** gave the closing address and reminded everyone that the cultural change of our organisations will only happen if we help this process. She explained how the Ambulance Service is in a much needed period of change and this is being fully supported by the Association of Ambulance Chief Executives.

In total 173 people attended the conference which, for the first time, included a market place of supporting organisations.

Workshops

Eleven workshops were also provided during the conference with a mixture of practical solutions for ambulance staff and more looking at cultural change and supporting management. Full details of all workshops can be found in the conference programme (see below) and copies of all the presentations are also provided (where available).

Link to CPDme

At this year's conference we partnered with CPDme to bring you an enhanced professional development experience. Use the link below to view some of the presentations and you can also experience some of the workshops and obtain additional professional development certificates.

[Click here](#) to link to the CPDme website.

Programme

- [Conference 2018 Programme](#)

Presentations

Click on the links below to view the presentations.

- [Welcome Speech - Michael Forrest](#)
- [LGBT Network Update - Alistair Gunn and Kirsten Willis](#)
- [Me? A Leader? \(Keynote Speech\) - Helen Belcher](#)
- [Establishing Staff Networks Workshop - Ben Barber](#)
- [Frailty and End of Life Management Workshop - Julian Cavalier](#)
- [Power Imbalance and Change Basics Workshop - Alistair Gunn](#)
- [Trans Awareness: The Basics Workshop - Jason Barker](#)
- [Trans Awareness Handout \(accompanies the workshop by Jason Barker\)](#)
- [Supporting LGB Patients and Staff Workshop - Ash Deakins and Leigh Keyte](#)
- [Better Care for Trans People Workshop - Natasha Handley](#)
- [Supporting Trans Staff - Steph Meech](#)
- [Mental Health Support Workshop - Jules Lockett](#)
- [Leading Cultural Change Workshop - Helen Belcher](#)

Please note there are no presentation materials available for the PTSD: A Personal Experience and Making Every Contact Count workshops.

Presenters





Presenters (from top left) are: Alistair Gunn, Helen Belcher, Kirsten Willis, Michael Forrest and Yvonne Ormston.

Workshop Facilitators







Workshop facilitators (from top left) are: Alistair Gunn, Ash Deakins, Ben Barber, Helen Belcher, Jason Barker, Jules Lockett, Julian Cavalier, Mike Taylor, Natasha Handley, Steph Meech and Val Nash. Leigh Keyte (photo not available) also facilitated the workshop with Ash Deakins.

Photo Gallery































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