**Session 4: Tuesday 29th August 2017**

Edinburgh Training and Conference Venue, 16 St Mary’s Street, EH1 1SU

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| 8:30 – 9:00 | **Registration and Tea/Coffee** |
| 9:00 – 9:30 | **Introduction to the day**  *Ross Paterson* |
| 9:30 – 10:30 | **Patient Experience**  *Jo Bennett* |
| 10:30 – 10:45 | **Coffee Break** |
| 10:45 – 12:00 | **Leading Change**  *Sue Sloan* |
| 12:00 - 13:00 | **Lunch** |
| 13:00 - | **Presentations** |
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