**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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