

EPISO: European Partnership for Supervisory Organisations in Health Services and Social Care to improve the quality of health care and social care in Europe;
to connect between supervisory organizations and their individual members;
to improve exchange of ideas, outcome of research, information and good practice;
to promote co-operation on topics such as education and dissemination of knowledge.

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Programme of the 38th EPSO Conference, 16 & 17 June 2025, St Helier, Bailiwick of Jersey

[Jersey. Where Sea Meets Soul.](#)

Hosted by The Jersey Care Commission (JCC)

with participation of the EPSO - APAC (Asia-Pacific) network

Venue: **Royal Yacht Hotel**, St Helier, Jersey

Conference Presenter: **Valter Fernades** (JCC)

Opening **keynote from Jersey: Nigel Acheson**, Chair JCC and **Becky Sherrington**, Chief Inspector JCC

Opening Session **Guest of Honour speaker: Baroness Pitkeathley** on trends in social care and community care

Monday 16th of June 2025

Morning 8.30 – 12.00

Lunch 12.00 – 13.00

Afternoon 13.00 – 18.00

Visit to the Museum

Conference dinner at Heritage Museum



EPSO

Jersey Care
Commission

38th EPSO CONFERENCE

JERSEY JUNE 16-17 2025

Tuesday 17th of June 2025

Morning 8.45 – 12.30

Lunch 12.30 – 13.30

Afternoon 13.30 – 18.00

Closing session & prepare for next conferences 17.50 – 18.00

Drinks at a local pub at own costs



38th EPSO conference in St Helier, Jersey

Evolving Regulation for High-Quality of Care in a Changing World

This conference will address the key challenges for health and social care regulators.

Emphasizing the importance of learning from past challenges
and adapting to meet future demands.

Main Conference Themes

LEARNING-CENTRED APPROACHES

EMBRACING EVOLVING VISIONS AND TRENDS IN REGULATION

EXPLORING EMERGING AREAS IN REGULATION



Theme 1 Learning -Centred Approaches

How to build a sustainable inspection and regulatory practice

- Learning from adverse events (regulating and learning from adverse events in the past).
- Learning from regulatory challenges.
- Learning from services users and from communication with stakeholders.
- Learning from lived experiences as important instruments for regulation and inspection.

Theme 2 Embracing evolving visions and trends in regulation

- **New integrated & preventive perspectives on regulation of care** (primary, community, social, long term and disabled care including the world around its service users).
- **Regulation & inspection with a broader (holistic) focus** (regulating with a focus on disease to supporting a better life, retrospective control to foresight; from just inspecting to also analysing, stimulating, supporting, and guiding; the dynamics of a journey towards regulation with a broader focus on health).
- **New approaches, methods and instruments for regulation & supervision** such as digitalization, co-operation between internal and external regulation and self-regulation.

Theme 3 Exploring Emerging New Areas in Regulation

- **End of Life (assisted dying)**
- **Ambulance care**

38th EPSO conference in St Helier, Jersey

About the EPSO Conferences in general

- EPSO sessions will be introduced from the various perspectives around the world by Regulatory Leaders from our EPSO Network and other speakers invited by EPSO. The sessions aim to be interactive and will be followed by one or more break-out sessions; the sessions alternate with group discussions.
- EPSO conference and conference dinner are free of charge for EPSO delegates, (invited) partners from the EPSO-APAC network, speakers and other (invited) guests.
- Participation in-person in the conference is in principle limited to a maximum of 3 participants per EPSO-partner organisation/country.
- In-person participants are requested to complete this online registration form <https://docs.google.com/forms/d/e/1FAIpQLSfWIU3x7Lr4DQLqLLM0Ux1bTtFtG9sbegtfb4yF1z8pd0VmFg/viewform?usp=sharing>
- Travel and hotel must be organised by yourself; all costs are at your own expense.
- Participation online is limited to EPSO partners and - by EPSO- invited guests; please use the link to our Microsoft Teams meeting that will be sent to you. All online participants -except speakers – are requested to have their cameras on and microphones muted.
- If you want to join us online in the conference, please let us know in advance at info@epsonet.eu who you are (name/ country/ organisation) and which sessions you want to follow.
- Participation in the conference means that you accept the exclusion of all liability from EPSO and from our hosts for loss or theft of your assets and for possible liability resulting from damage caused by shortcomings of the organization; however, as usual with our EPSO conferences, the organisation does everything it can to ensure that the conference runs smoothly and safely.

38th EPSO Conference (online and in person)

Programme Day 1

Monday 16th June 2025

- Registration @ Royal Yacht Hotel – St Helier
- Group Photo session & welcome coffee
- Introduction and housekeeping
- Roundtable introduction in-person delegates
- Opening & welcome by Jersey Care Commission (JCC) and EPSO

- Opening Keynote speech and setting the stage for conference session 1
- Session 1.1 - Learning from Adverse Events
- Session 1.2 - Learning from Regulatory challenges
 - Regulating on a Small Island – history of health and social care in Jersey
 - Learning from Ofsted regulatory challenges
 - Learning from Healthcare Inspectorate Wales
 - Learning from regulatory challenges by the UK's regulatory community
 - Learning from regulatory challenges in the UK- looking into the future
- Session 1.3 - Learning from lived experiences as important instruments for regulation and inspection
 - Lived Experience inspectors – How to do it well?
 - Exploring effective practices for including lived experience in inspections
 - Including lived experiences in other countries
 - Capturing the experience of service users
- End of Day 1

- Town Walk & Drinks in St Helier

- Conference Dinner at Heritage restaurant

¹ Day 1	Agenda	Presenters
08.30 – 08.45	Registration - Royal Yacht Hotel – St Helier - please bring identification	All delegates
08.45 – 09.15	Group Photo Session & Welcome coffee	All delegates Photos by JCC business support
09.15 – 09.20	Introduction and housekeeping messages	Valter Fernandes, Jersey Care Commission, (JCC) Conference presenter
09.20 – 09.40	Roundtable introduction Session of all in-person delegates	All delegates
09.40 – 09.50	Welcome by EPSO	Indra Dreika ^(in-person) EPSO Board & General Director Medicine Agency Latvia / Joske Vos Chair EPSO Board

¹ All timings listed are Jersey Time (GMT). The programme is indicative and may change due to unforeseen circumstances.

09.50 – 10.00	Welcome to Jersey by Deputy Steve Luce, introduced by Becky Sherrington	Deputy Steve Luce of Jersey's elected parliament, Minister for the Environment and Member of the Council of Ministers of the States of Jersey Becky Sherrington ^(in-person) Chief Inspector, Jersey Care Commission
10.00 – 10.30	Opening Keynote speech and setting the stage for conference session 1 The importance of regulation in ensuring high quality care, building better and sustainable regulatory practice with a focus on learning (including patients and stakeholders)	Nigel Acheson ^(in-person) Chair, Jersey Care Commission
10.30 – 10.45	Comfort break	
Session 1.1 10.45 –12.00	Learning from Adverse Events	
10.45 – 11.30	Regulating of and learning from adverse events	Einar Hovlid ^(in-person) Norwegian Board of Health Supervision Helsetilsynet Norway. Prof. Catherine Calderwood ^(in-person) Professor of Health Futures Computer and Information Sciences, University of Strathclyde, Glasgow - former Chief Medical Officer Scotland, Scotland
11.30 – 11.50	Discussion in Groups with all delegates - 6 Small groups ^(in-person) - 1 Teams group ^(online) of the EPSO partners that are following the conference online	Moderated by the speakers of the session and Joeske Vos (EPSO) and one online moderator
11.50 -12.00	Plenary feedback	Moderated by Einar Catherine and Joeske
12.00 – 13.00	Buffet lunch	All delegates
Session 1.2 13.00 – 16.10	Learning from regulatory challenges	
13.00 – 13.20	Regulating on a Small Island – history of regulation of health and social care in Jersey	Noreen Kent ^(in-person) Board of Commissioners, JCC Linzi Mudge ^(in-person) Regulation Officer, JCC
13.20 – 13.40	Learning from regulatory challenges	Rory Gribbell ^(in-person) Director of Strategy and Engagement, Ofsted
13.40 – 14.00	Learning and innovation: challenges for regulators and inspectorates- First Research findings	Laurie Jansen ^(in-person) NVWA Netherlands, research Erasmus University Rotterdam
14.00 – 14.20	What can we learn from recent learning journeys of Healthcare Inspectorates in the Netherlands?	Prof Roland Bal ^(in-person) Erasmus MC, Erasmus School of Health Policy & Management, Health Care Governance, The Netherlands
14.20 - 14.40	Internal regulation challenges – What to learn from the new approaches of internal regulation in hospital care, Latvia. Can we go digital in Latvia as well?	Laura Indrikova ^(in-person) Head of Unit, Pauls Stradiņš Clinical University Hospital Riga, Latvia
14.40 - 15.00	Learning from Internal Supervisory Board experiences – Netherlands	Martijn Groenewold ^(in-person) Senior Policy officer NVTZ- Dutch association for regulators in healthcare and welfare

15.00 – 15.15	Comfort break	
15.15– 15.35	Learning from regulatory challenges by the UK's regulatory community	Marcial Boo ^(in-person) Chair of the Institute of Regulation UK
15.35 – 16.05	Learning from regulatory challenges in the UK - looking into the future An interactive discussion between 3 experts: Prof Kieran Walshe, Martin de Bree & Marcial Boo	Prof Kieran Walshe ^(in-person) Professor of Health Policy and Management, University of Manchester, UK Martin de Bree ^(in-person) (Rotterdam School of Management, Erasmus University Rotterdam) The Netherlands Marcial Boo ^(in-person) Chair of the Institute of Regulation UK Becky Hodson ^(in-person) dept. director of Strategic Priorities CQC England – will reflect on this discussion
16.05 – 16.25	Panel discussion including the other speakers of this session and EPSO partners	Moderated by Marcial Boo ^(in-person) Chair of the Institute of Regulation UK
Session 1.3 16.25 - 17.45	Learning from Inspectors with Lived Experience	
16.25 – 16.45	Lived Experience inspectors – How to do it well? Exploring effective practices for including lived experience in inspections	Hannah Lucas-Motley ^(in-person) Head of Quality and Accreditation, Royal College of Psychiatrists, UK
16.45 – 17.05	Including Lived experiences in Malta	Ruth Rose Sciberras ^(in-person) Director at SCSA Malta
17.05– 17.25	Involving Citizens in regulation, capturing the experience of service users. A comparative qualitative study of four experimentalist cases of participatory regulation in Dutch healthcare (award winning)	Prof Hester van de Bovenkamp ^(in-person) Professor at Patient Sciences , Erasmus School of Health Policy & Management
17.25 – 17.45	Panel discussion with the speakers of this session and EPSO partners	Moderated by Tracey Fallon (Regulation Officer, Jersey Care Commission JCC)
17.45	End of Conference Day 1	
18.00 – 19.00	Guided Tour at the Heritage Museum We will walk together from the Royal Yacht Hotel to the Heritage Museum and afterwards have a private dinner at the Royal Yard Restaurant (A 5 min walk from the conference venue)	All delegates, speakers and guests are invited to join us for tour and dinner 
19.00 - 21.30	Seated Dinner at the Royal Yard Museum Restaurant Please let us know timely in advance if you have any dietary requirements Dress code: 'smart casual' or 'conference dress' (no need to change after the conference).	All delegates, speakers and guests are invited by EPSO to join 

38th EPSO Conference (online and in person)

Programme Day 2

Tuesday 17th June 2025

Day 2

- Introduction and housekeeping
- Opening of day 2

Theme 2 Embracing evolving visions and trends in regulation

Session 2.1 New integrated & preventive perspectives on regulation of care (primary, community, social, long term, and disability care including the world around its service users).

Opening Keynote speech and setting the stage for conference session 2

New integrated & preventive perspectives on (regulation of) care (primary, community, social, long term and disability care including the world around its service users

- Integration of Care, Netherlands Vilans
- Integration of Care, CQC
- Integration of Care, Scotland HIS/ Care Inspectorate, Scotland

Session 2.2 Regulation & inspection with a broader (holistic) focus (from regulating with a focus on disease to supporting a better life, from retrospective control to foresight; from just inspecting to also analysing, stimulating, supporting, and guiding; the dynamics of a journey towards regulation with a broader focus on health.

- Regulation with a broader focus, Singapore
- Regulation with a broader focus, Netherlands

Session 2.3 New approaches, methods, and instruments for regulation & supervision such as digitalization, co-operation between internal and external regulation and self-regulation

- Digital learning & sharing of high-level issues to address for health inspectorates in this challenging time, UK
- Digitalisation of Care, Singapore
- Internal & External cooperation, Latvia

Session 3 Exploring Regulation of Ambulance Care emerging areas in regulation

- Session 3.1 Regulation of Ambulance care, England
- Session 3.2 Regulation of Ambulance care, Estonia
- Session 3.3 Regulation of Ambulance care, Australia

- End of Day 2

Day 2	Agenda	Speakers
8.45 – 8.55	Gathering delegates at Conference room & Welcome coffee	All delegates
8.55 – 9.00	Introduction and Housekeeping	Conference speaker
Session 2.1 9.00 – 11.30	New integrated & preventive perspectives on regulation of care	
9.00 – 9.30	Opening Keynote speech and setting the stage for conference session 2 New integrated & preventive perspectives on (regulation of) care (primary, community, social, long term, and care of the disabled) including the world around its service users	Baroness (Jill) Pitkeathley ^(in-person) Dept Speaker of the House of Lords UK; Chair House of Lords' inquiry Cie into integration between Community and Primary Care
9.30 – 9.50	Integration of Care in the Netherlands – EISON research project - Vilans, The Netherlands Follow-up	Sander Merkus ^(in-person) Vilans, Dutch National healthcare knowledge and support organisation https://www.vilans.org/about
9.50 – 10.10	Integration of Care CQC – results and challenges around integrated care regulation	Becky Hodson ^(in-person) dept director of Strategic Priorities CQC England
10.10 - 10.20	Comfort break	All delegates
10.20 – 10.40	'Child Safeguarding Statements' - an Integrated regulatory approach in Ireland —what are aims and challenges – what lessons can be learned? (a review of the first 5 years)	Fiona McDonnell ^(in-person) National Service Director Children Services Regulations TÚSLA
10.40 – 11.00	A new integrated approach to Care in Health in Ireland (the headspace toolkit - a collaboration between various organisations to help children with mental health issues)	John Farrelly ^(in-person) Chief Executive MHC/ Mental Health Commission Ireland
11.00 – 11.30	Panel discussion	Moderated by Nigel Acheson
Session 2.2 11.30 - 12.30	Regulation & inspection with a broader, reliable, and learning focus	
11.30 – 11.50	Regulation with a broader focus – The Singapore journey	Dharmen GOPAL ^(in-person) Deputy Director (Hospital & Ambulatory Care), Hospitals, Ambulatory Care & Research Regulations Division, Ministry of Health Singapore
11.50 – 12.10	Regulation with a broader focus - The Netherlands (Regulation / Supervision as indispensable link for a "learning government")	Martin de Bree (Rotterdam School of Management, Erasmus University Rotterdam), The Netherlands
12.10 - 12.30	Panel & Discussion in Groups - mixed groups of speakers, EPSO partners and guests	Moderated by Martin de Bree
12.30 - 13.30	Buffet Lunch	All
Session 2.3 13.30 – 14.30	New approaches, methods & instruments for regulation & supervision	
13.30 - 13.50	Digital learning & sharing of high-level issues to address for health inspectorates in this challenging time	Professor James P. Kingsland ^(in-person) Primary Care Physician Clinical Professor, School of Medicine, University of Central Lancashire, Chair Digital Clinical Excellence Forum (DiCE) UK

13.50 - 14.10	Digitalisation and use of AI in Care in Singapore	Prof Kavitha Palaniappan ^(in-person) Duke-Nus Singapore
14.10 – 14.30	Panel discussion	Moderated by James Kingsland
ed	Comfort break	
Session 3.1 - Exploring regulation of Ambulance care 14.40 – 16.00		
14.40 – 15.00	Regulation of Ambulance care - England Questions for regulators	Laura English ^(in-person) Policy Manager at CQC England
15.00 – 15.20	Regulation of Ambulance care - Estonia Use of data and digital ambulance care	Birgit Lao ^(in-person) Director general Estonian Board of Health
15.20 – 15.40	Regulation of Ambulance care – Australia, Melbourne Digital doctors / ambulance care regulation	Suzanne Miller ^(online) Victorian Virtual Emergency Department (VVED), Northern Hospital Melbourne, Australia
15.40 – 16.00	Panel discussion	Moderated by the Becky Sherrington (JCC) and Valter Fernandes (JCC)
16.00 – 16.10	Comfort Break	
Session 3.2 16.10 - 18.00		
Supervision / Regulation of Assisted Dying		
16.10 – 16.30	Policy Development on Assisted Dying in Jersey	Anna Hamon ^(in-person) Senior Policy Officer JCC
16.30 – 16.50	New developments around (regulation of) End of Life / Assisted Dying – UK	Becky Hodson ^(in-person) Dept. director of Strategic Priorities CQC England
16.50 – 17.20	New developments Netherlands Euthanasia Regulation - Learnings from Dutch experience	Prof. Agnes van der Heide ^(in-person) Medical care and decision making at the end of life, Erasmus University Rotterdam, The Netherlands
17.20 - 17.40	New developments around (Regulation of) End of Life / Palliative care - France	Louis Charles Viossat ^(online) Inspecteur général des affaires sociales – Ancien ambassadeur – Responsable de la mission Permanente Europe International IGAS/INSPECTANTS, France
17.40 – 18.00	Restart EPSO End of Life / Assisted Dying working group - at the EPSO Ireland Conference	Kristin Good ^(online) Chief Clinical Advisor, Regulatory Assurance Te Pou Whakamaru Regulation and Monitoring, New Zealand
18.00 – 18.15	Closing session – preparing for upcoming conference in Ireland (24 & 25 September 2025)	Joske Vos Chair EPSO John Farrelly ^(in-person) Fiona McDonnell ^(in-person)
18.15	DRINKS in the local pub at own costs for those who want to join. All are invited to join.	

REGISTRATION 38th EPSO Conference

IN-PERSON delegates

(please use online registration link)

Online participation on request via

info@epsonet.eu

CONFERENCE REGISTRATION FOR IN - PERSON DELEGATES

Please register online for our Jersey conference by using this registration form:

<https://epso-net.eu/upcoming-conferences/registration/>

Kindly note that registration is open exclusively to EPSO partners (maximum 3 per EPSO-partner), invited guests and speakers

Online participation via Teams is available on request only. If you want to join online, please contact us at info@epsonet.eu).



Hotel and Booking information for the 38th EPSO Conference in Jersey

16 & 17 June 2025

Conference hotel: Royal Yacht Hotel

The conference is taking place at the [Royal Yacht Hotel](#). Delegates should book directly through reservations@theroyalyacht.com. We recommend that you contact the Royal Yacht Hotel directly and advise that you are attending as part of the EPSO conference for an individual rate. Hotel rates all fluctuate with occupancy therefore the general rule is always book earlier to book the better the rates.

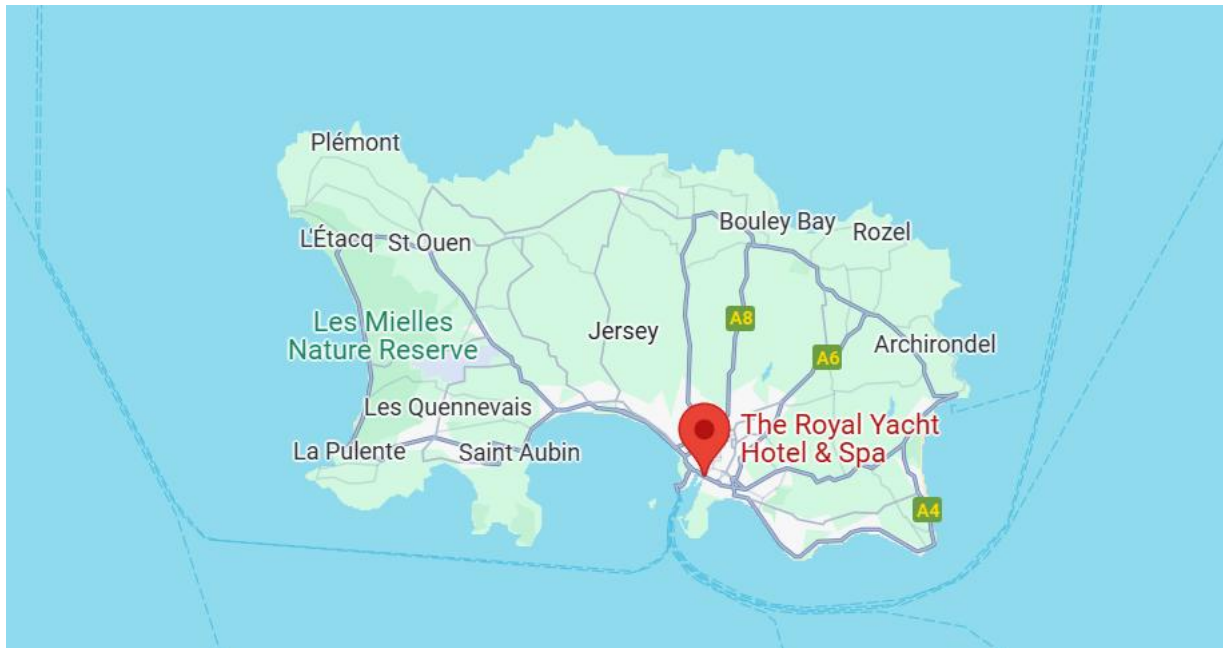
Delegates may want to view the [Destination Guide](#) which gives an overview of Jersey. For information on hotel accommodation, visit Jersey's [places to stay](#).

Alternatively you may also want to look at alternative places to stay [Practical Information Guide](#) delegates can use to cross reference against the listings on [Jersey.com](#) . When booking accommodation, we recommend that you stay in St Helier (the town centre).

Travel to Jersey

Getting to Jersey is easy : [Travel Providers](#) | [Visit Jersey](#) most travel by air from London Heathrow and London Gatwick.

Positioning Royal Yacht Hotel at St Helier



Positioning of Jersey between England and France in the Channel

Below: Jersey marked with blue yellow

