



10<sup>th</sup> November 2021  
16:00 - 17:00

# Understanding how civility and respect underpins a culture of kindness and compassion

## Welcome and introduction to the session

**Prerana Issar**, Chief People officer,  
NHS England and NHS Improvement

TBC

**Radhika Nair**, Civility and Respect  
Lead, NHS England and NHS  
Improvement

Civility and Respect Programme

**Michael West CBE**, Senior Visiting  
Fellow, The King's Fund, Professor  
of Organisational Psychology

Why positive culture change and  
compassion are vital for the future  
of health and care services  
(contribution video)

**Dan Grimes**, Programme Director,  
Northern Care Alliance NHS Group

The Kindness Collaborative

**Jaki Lowe**, Director of People and  
Inclusion, Derbyshire Foundation  
Trust

Improvements in the NHS Staff  
Survey 2020

## Closing remarks and introduction to the next session

(All speakers are subject to change)

## People Promise

