

Improving Patient Safety *Towards Harm Free Care*

Wednesday 2 July 2014 ICO Conference Centre London



Chairman and Speakers include:

Jeremy Hunt MP

Secretary of State for Health

Jeremy Taylor

Chief Executive

National Voices

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Improving Patient Safety *Towards Harm Free Care*

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This conference, with a key note address from **Jeremy Hunt MP**, Secretary of State for Health, focuses on improving patient safety with a particular focus on local monitoring of patient safety, identification of patient safety concerns and understanding how to move your service towards harm free care.

Dr Mike Durkin, Director of Patient Safety at NHS England recently reminded us of the importance of improving patient safety in the wake of the Mid Staffordshire Inquiry. He said on the 27th February this year that "Patient safety is now more than ever at the forefront of the minds of those providing NHS care, and thanks to the efforts of frontline staff we are continuing to take great strides in making healthcare settings safer and preventing harm to patients. We are determined to make the NHS the safest healthcare system in the world, and we have made even further strides towards that in the last year, with a new National Patient Safety Alerting System to make sure lessons and warnings can be shared much more quickly, and a new programme of monthly publication of data about never events"

The conference will update delegates on national developments in patient safety including the development of the new CQC inspection system, the role of a local patient safety ombudsman, developing patient led incident reporting, developing internal inspection and mortality monitoring, leading your organisation to zero harm and harm free care and developing a framework at your local organisation or service for ensuring and demonstrating that care is safe.

Place the quality of patient care, especially patient safety, above all other aims

Professor Don Berwick, Chair, 'A Promise to Learn – A Commitment to Act' review 2013

"Patient safety must be established as the most important priority in our NHS"

Jeremy Hunt MP, Secretary of State for Health

Follow this conference on Twitter #patientsafety

10.00 **Chairman's Introduction: Improving Patient Safety**
Ensuring patients are at the heart of improvement

Jeremy Taylor

Chief Executive
National Voices

10.20 **Improving Patient Safety**

Jeremy Hunt MP

Secretary of State for Health

10.40 **Patient Safety Inspection**

Paula J Mansell

Themed Inspection Manager
Care Quality Commission

- patient safety as a core domain of the Chief Inspector role
- the inspection regime and developing a bi-annual statement on the state of patient safety in the NHS
- how can we track patient safety and how will we publish the relative likelihood of a harm free patient experience across every hospital in the country?

11.10 *Question and answers, followed by coffee and exhibition*

11.50 **Standing up for Patient Safety: the role of a local Patient Safety Ombudsman**

Delilah Hesling

Patient Safety Ombudsman
Brighton and Sussex University Hospital NHS Trust

- my experience and what led to this role
- the role of the Patient Safety Ombudsman
- the importance of standing up for patient safety

12.15 **Patient involvement for patient safety: Patient led incident reporting**

Prof Gerry Armitage

Professor
University of Bradford, Bradford Institute for Health Services Research

& Linda Lovett

Patient Representative

- developing tools with patients that can routinely, and systematically capture safety reports from patients whilst staying in hospital
- can the reporting tool form part of a wider patient safety intervention using safety information from patients?
- implementation in practice: what works?

12.40 **EXTENDED SESSION**
Developing internal inspection and mortality monitoring

Dr Martin Farrier

Associate Medical Director for Quality and Consultant Paediatrician
Wrightington, Wigan and Leigh NHS Foundation Trust

- developing a system of internal inspection in line with the CQC process and the Keogh Mortality Review process
- mortality monitoring as a tool to improve patient safety
- using mortality monitoring to identify and prioritise problems to reduce harm and avoidable mortality
- understanding the link between quality and mortality in light of the national mortality review
- our experience and developments

13.15 *Question and answers, followed by lunch and exhibition*

14.15 **Leading your organisation to zero harm**

Prof Martin Elliott

Co-Medical Director & Director of Tracheal & Lead
Thoracic Surgery, Great Ormond Street Hospital

- the Zero-Harm concept
- the steps on the journey to zero-harm
- how to change behaviours and influence culture
- our experience and zero harm programme in Great Ormond Street

14.45 **Measuring, monitoring and analysing patient harms and 'harm free' care:**
Using the NHS Safety Thermometer to improve practice locally

Celia Burrell

Consultant Obstetrician and Obstetric Lead for Risk Management
Barking, Havering and Redbridge Hospitals NHS Trust

- tools to assess and analyse patient harms and harm free care
- prioritising and risk assessing what needs to change in your service
- what levers and incentives can we apply to support change?

15.15 *Question and answers, followed by tea*

15.45 **EXTENDED SESSION**
Monitoring Patient Safety through Indicators, Metrics and Dashboards and developing Early Warning Systems

Simon Swift

Director
Methods Analytics Ltd

- monitoring safety through dashboards
- prioritising and agreeing the patient safety metrics to focus on in your organisation and agreeing the individual metric limits and targets
- establishing early warning systems:
- patient safety monitoring and early warning systems: what works in practice

16.45 **How do we know care is safe? A framework for measuring and monitoring patient safety**

John Illingworth

Policy Manager
The Health Foundation

- how do we know how safe care is now
- the strengths and limitations of current measures
- the proposed measurement framework and five key domains

17.15 *Question and answers, followed by close*

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Improving Patient Safety

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The PDF will be sent out after the conference, please fill in the 'Your Details' section above for delivery, and the 'Payment' section.

Venue

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.

Date

Wednesday 2 July 2014

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
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