

Measuring, understanding and acting on Patient Experience Insight

Demonstrating Responsiveness to Feedback

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Tuesday 7 October 2014 Hallam Conference Centre London



Chair & Speakers include

Neil Churchill
Director of Patient Experience
NHS England

Dan Wellings
Head of Insight
NHS England

Tony Bonser
Chair People in Partnership
The National Council for
Palliative Care & Dying

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“The key for organisations is to demonstrate they are responsive to patients... this is not just about metrics or the friends and family test... this is about insight drawn from a number of sources and understanding how that can be acted upon.. surveys play a role but only when you demonstrate they have been used to drive improvement”

Neil Churchill, Director of Patient Experience, NHS England

The Francis Inquiry Recommendation 255: “Using Patient Feedback: Results and analysis of patient feedback including qualitative information needs to be made available to all stakeholders in as near “real time” as possible, even if later adjustments have to be made”

The Francis Inquiry into Mid Staffordshire NHS Foundation Trust

The Government recently accepted recommendation 255 above stating “Many local trusts are devising innovative ways to take this forward. Feedback from patients, carers and the public can be made on the quality of care through a range of technologies and channels including online, via bedside televisions, surveys and the friends and family test. ..The NHS Constitution pledges that the NHS will encourage and welcome feedback on your health and care experiences and use this to improve services. Similarly, the Mandate states that NHS England will consider how to make it easier for patients and carers to give feedback and see reviews by other people so that timely, easy to review, feedback on NHS Services becomes the norm”. November 2013

The conference will provide a practical guide to measuring, understanding and acting on patient experience insight, and demonstrating responsiveness both to individual patient feedback and to insight from patients as an organisation as a whole. [Follow the conference on Twitter #Patientexp](#)

10.00 **Chairman's Introduction**
Jane Whittome *Head of Programmes, Patient Experience NHS Improving Quality*

10.10 **Patient experience insight: learning from patients & carers**

Tony Bonser
Chair People in Partnership
The National Council for Palliative Care & Dying Matters

- learning from patient and carer experience

10.30 **Measuring and understanding how people really feel about the care they receive and demonstrating responsiveness to feedback**

Neil Churchill
Director of Patient Experience
Dan Wellings
Head of Insight
NHS England

- demonstrate responsiveness to patients - not just about metrics or the friends and family test but about insight drawn from a number of sources and understanding how that can be acted upon
- delivering a system wide approach to improving patient experience
- developments at the NHS England
- from data to intelligent information to insight
- the insight dashboard and an overview of the datasets included
- improving the quality of real time information
- the development of patient centred outcome measures (PCOMS)

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

11.45 **Demonstrating insight and responsiveness at a local level**

Joanne Shaw
Assistant Director of Nursing for Patient and Family Experience
Liverpool Heart and Chest Hospital NHS Foundation Trust

- how do you demonstrate insight and responsiveness to patient feedback at a clinical service and organisational level?
- developing a range of patient feedback sources
- real time responsiveness and action: examples in practice

12.15 **Undertaking a patient experience review: Ensuring patient experience feedback leads to improvement and engaging frontline staff in developing responsive services**

Carol Moore
Improvement Manager
Picker Institute Europe

- engaging frontline staff to develop effective feedback systems and responsive services at ward and directorate level
- how can we ensure the feedback leads to change
- a step by step guide to undertaking a patient experience review
- case studies and examples

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

14.00 **EXTENDED SESSION: Monitoring Patient Experience from ward to board and engendering patient led change within teams**

Andrew Cockayne
Director
Captive Health
& Former NHS Head of Patient Experience

- developing an effective patient experience dashboard
- setting your indicators and metrics for patient experience
- using the dashboard as a patient experience measurement tool and empowering staff to act on the results
- responding to the narrative as well as the data
- case studies in practice

14.45 **Case Studies: Real time patient experience feedback**

"Francis Recommendation 255: Using Patient Feedback: Results and analysis of patient feedback including qualitative information needs to be made available to all stakeholders in as near "real time" as possible, even if later adjustments have to be made"

a. Developing an electronic real time patient experience feedback system that supports real time action (and incorporates FFT)

Guy Young
Deputy Director of Patient Experience
Imperial College Healthcare NHS Trust

- you said, we did: real time feedback leading to change in practice

b. Using real time patient video stories to improve the patient experience of care?

Alicia Lucas
Patient Experience Matron
University Hospitals of South Manchester

- the real time patient experience video project

15.40 *Question and answers, followed by tea and exhibition*

15.50 **Insights from patient experience surveys**

Katie Saunders
Research Associate Statistician
Cambridge Centre for Health Services Research, Primary Care

- identifying and addressing inequalities in patient experience
- tackling barriers to engagement with survey findings: patient case-mix and regional variation
- where to start from: different approaches to prioritising improvement actions

16.20 **From Experience to Outcome: Real Time PREMs, PROMs and PCOMs**

Prof W Angus Wallace
Division of Orthopaedic and Accident Surgery
University of Nottingham/Nottingham University Hospitals

- PREMs, PROMs and PCOMs: what's the difference?
- the "so what" factor: ensuring PROMS results feedback into improvements
- real time results and improvements
- where PROMs fit within Patient Experience and feedback
- initiating change on the basis of PROMS results: case studies in practice

16.50 *Question and answers, followed by close*

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Hallam Conference Centre, 44 Hallam Street
London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

Date

Tuesday 7 October 2014

Conference Fee

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