

A Practical Guide to Improving Patient Experience & Experiences of Care

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Tuesday 16 June 2015 Hallam Conference Centre, London



Speakers Include:

Don Brereton

*Chair Patient Experience Sub-group
National Quality Board
& NQB Lay Member*

Neil Churchill

*Director of Patient Experience
NHS England
& Sub Group Member Patient Experience
National Quality Board*



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"Having a good experience of your care, treatment and support is an essential part of an excellent health and social care service."

National Quality Board, January 2015

"What is experience of care? The experience that a person has of their care, treatment and support is one of the three parts of high-quality care, alongside clinical effectiveness and safety"

National Quality Board, January 2015

"Our shared ambition is that the experiences all people have of our health and care services – both in terms of what happens to them and how this makes them feel – become amongst the best in the world."

National Quality Board, January 2015

"Today is an important step when the national organisations agree to mean the same things and speak with one voice when we talk of good care experiences. We know there is more to do to ensure there is a clear and consistent spotlight on these aspects of experience and we will work together carefully to maintain the foundations and create the right alignment and climate to support staff in consistently delivering caring, responsive, person-centred services."

Neil Churchill, Director for Patient Experience, NHS England, and National Quality Board Patient Experience sub-group member, 30th January 2015

"If we are to make sure experience is thought of in the same way as other aspects of high-quality care and that people's experiences continually improve, there will need to be a fundamental shift in how people's experiences are viewed and valued. We must all work together if we want to achieve our ambition that the experiences that people have of our services are amongst the best in the world. We know that as national organisations we still have more to do. We will work with providers, commissioners and professionals to make sure that they have the support they need to put experience on the same footing as clinical effectiveness and safety."

National Quality Board, January 2015

This conference will focus on improving patient experience and experiences of care, delivering the shared ambition announced by the National Quality Board on 30th January 2015.

Follow the conference on Twitter #Patientexp

10.00	Chairman's Introduction Jane Whittome <i>Head of Programmes, Patient Experience NHS Improving Quality</i>	
10.10	Patient Experience Insight: Learning from patients & carers Don Brereton <i>Chair Patient Experience Sub-group National Quality Board & NQB Lay Member</i>	• what is experience of care? • why is experience important? • what is good experience of care? • the little things that make a big difference • meaningfully engaging and involving people
10.30	Improving Patient Experience and Experiences of Care Neil Churchill <i>Director of Patient Experience NHS England & Sub Group Member, Patient Experience National Quality Board</i>	• implementing the new National Quality Board shared ambition to improve experiences of care • measuring progress against the "I" statements • 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
11.10	<i>Question and answers, followed by coffee and exhibition 11.30</i>	
11.50	Implementing the NQB and NHS England endorsed Warwick Patient Experiences Programme in practice Ian Bullock <i>Chief Operating Officer Royal College of Physicians</i>	• the Warwick Patient Experience Programme explained • what matters most to people about their experiences of care • improving the relational aspects of care; in other words the human interactions between staff, patients and carers which underpin personalised, responsive and compassionate care • implementation of the NICE Quality Standard for Patient Experience: where are we now?
12.20	Improving Data and Intelligence on experience at a local level Collecting and using feedback from patients and their families to improve services Janette Vyse <i>Head of Patient experience & participation Birmingham Children's Hospital NHS Foundation Trust</i>	• using data and intelligence on experience to improve services • developing a range of patient feedback sources • how can we ensure the feedback leads to change • case studies and examples
12.50	Making sense and making use of patient experience data David Gilbert <i>Director InHealth Associates</i>	• findings from joint InHealth Associates and MES research into how Trusts are using patient experience data • what's working and what's not when it comes to using data to improve services • what's helping and getting in the way at each step of the data 'journey' (gathering, inputting, analysing, generating insight, reporting and action)
12.50	<i>Question and answers, followed by lunch and exhibition at 13.00</i>	
14.00	Implementing a positive approach to patient experience in practice Measuring and monitoring compliance with "Always Events®" Dr Umesh Prabhu <i>Medical Director Wrightington, Wigan and Leigh NHS Foundation Trust</i>	• working in partnership with patients to develop "Always Events®" for your service: • our 10 "Always Events®" • developing a positive approach to improving care and experience
14.25	Collecting both real time and right time feedback from service users and carers in a variety of innovative ways, whereby such feedback could be effectively measured and acted upon <i>"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"</i> Anne-Marie Laverty <i>Director of Patient Experience Northumbria Health Care NHS Trust</i>	• real time and right time feedback leading to change in practice • developing Patient Experience action plans • turning complaints into contributions • our approach and experience
14.50	From Experience to Outcome: Real Time PREMs, PROMs and PCOMs Mr Bibhas Roy <i>Consultant Orthopaedic Surgeon HICAT Member and PROMs Lead</i> & James Wilson <i>Speciality Trainee in Trauma and Orthopaedics NHS North West</i>	• ensuring good experience is now seen as an important 'outcome' in its own right • PREMs, PROMs and PCOMs: what's the difference? • the "so what" factor: ensuring PROMS results feedback into improvements • are real time results and improvements possible with PROMs? • where PROMs fit within Patient Experience and feedback • initiating change on the basis of PROMS results • data capture systems for patient generated data
15.15	<i>Question and answers, followed by tea and exhibition</i>	
15.40	Undertaking a patient experience review: Ensuring patient experience feedback leads to improvement and engaging frontline staff in developing responsive services Carol Moore <i>Improvement Manager Picker Institute Europe</i>	• 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
16.05	Improving the experience of care for vulnerable people Sally Warren <i>Director of Programmes Public Health England Deputy Chief Inspector of Adult Social Care for London Care Quality Commission</i>	• what people want from their experience of social care services • improving the experience of vulnerable people • case studies of good practice
16.30	Patients as Partners in Co-design Joanna Goodrich <i>Head of Evidence and Learning The Point of Care Foundation</i>	• why co-design services in partnership with patients? • how experience based co-design works • case studies from organisations that have successfully used co-design to reorganise services
16.50	<i>Question and answers, followed by close</i>	

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Improving Patient Experience

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Conference Documentation

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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.

For more information contact Healthcare Conferences UK on **01932 429933** or email jayne@hc-uk.org.uk

Venue

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

Date

Tuesday 16 June 2015

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
- ☐ £300 + VAT (£360.00) for voluntary sector / charities.
- ☐ £495 + VAT (£594.00) for commercial organisations.

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

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Confirmation of Booking

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