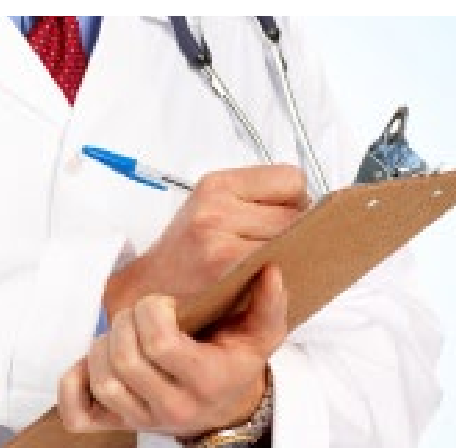


Improving Patient Safety in Independent Healthcare

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Wednesday 1 July 2015
Hallam Conference Centre, London



Chair & Speakers Include:

Fiona Booth
Chief Executive
The Association of Independent
Healthcare Organisations. (AIHO)

Matt James
Chief Executive
Private Healthcare Information Network
(PHIN)

Supporting Organisations



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"Patient safety is at the heart of an independent hospital's work. With an enhanced CQC inspection regime and political and media interest in the operations of independent hospitals, now is the time for the sector to show that the care offered is the safest and most effective it can be. This conference is all about sharing best practice from a range of perspectives with this goal in mind." **Fiona Booth, Chief Executive, Association of Independent Healthcare Organisations (AIHO)**

Patients, regulators, politicians, journalists and clinicians are all taking a renewed interest in the operations of independent hospitals. Recent care failings in the UK have put the spotlight on all hospitals to prove that the care they offer is effective, compassionate and, above all, safe.

The sector should welcome such interest and scrutiny from all sides, because independent hospitals have a strong story to tell on patient safety. Reported incidents are low, and patient satisfaction is high – but there is no room to be complacent. Incidents, when they do occur, need to be reported in a standardised and accessible format so others can learn and trends can be quickly spotted. We need to come together to share stories and best practice to ensure that every patient is well looked-after – be they self-paying, insured or cared for on behalf of the NHS.

Chaired by **Fiona Booth Chief Executive of AIHO (the trade association for independent hospitals)**, the conference will hear speakers from providers, regulators, the NHS and from a legal perspective on how patient safety will continue to be at the centre of the independent sector's operations. Attendees will be taken through national updates and case studies, and identify how independent healthcare organisations can use techniques such as risk assessment, incident reporting and root cause analysis to identify risk and improve patient care. The event will also hear from **Matt James Chief Executive of the Private Healthcare Information Network (PHIN)** on how transparency is being driven in the sector.

Follow the conference on Twitter #Private Healthcare

10.00 Chairs Welcome and Introduction

Fiona Booth

Chief Executive

The Association of Independent Healthcare Organisations. (AIHO)

10.10 Improving patient safety in Independent Healthcare

Vivienne Heckford

National Director of Clinical Services

Ramsay Health Care

- improving the transparency and reliability of data on patient safety
- improving accountability for patient safety in the independent sector
- closing the gaps in the regulatory system
- involving patients to improve patient safety
- what needs to change and why?
- developing a patient safety culture
- our approach: demonstrating and improving patients safety

10.50 Patient Safety Inspection in the Independent sector

Representative

Care Quality Commission

- what have we learnt from the inspections to date
- inspecting for patient safety
- how can you prepare for inspection?
- patient safety performance indicators
- moving forward: holding the independent sector to the same standard as the NHS

11.20 Questions and answers, followed by coffee and exhibition

11.50 Improving information in private healthcare

Matt James

Chief Executive

Private Healthcare Information Network (PHIN)

- the new information agenda for private healthcare
- improving data, information and transparency
- enabling informed choice of hospital and consultant

12.20 Learning from incidents and ensuring you adhere to the duty of candour

Carlton Sadler

Senior Associate

Bevan Brittan LLP

- liaising the patients and families when things go wrong
- adherence to the duty of candour: what it means in practice
- applying 'being open' principles

12.50 Question and answers, followed by lunch and exhibition

14.00 Patient Safety Incident Reporting

Lene Gurney

Practice and Policy Advisor

Association of Independent Healthcare Organisations

- developing an effective patient safety incident reporting system
- identifying serious incidents requiring investigating
- engaging staff in reporting
- ensuring reporting of near misses
- sharing the learning from incident reporting across the organisation

14.30 Developing the role of mortality audits, internal inspection and mortality reviews to answer the question "did a problem in care contribute to the death?"

Dr Martin Farrier,

Clinical Director for Quality & Consultant Paediatrician
Wrightington, Wigan and Leigh NHS Foundation Trust

- implementing a weekly mortality audit, and generating learning and systematic quality improvements from the problems identified
- identifying and focussing on priority areas for meaningful improvement
- using mortality review to engage clinicians in quality improvement
- feeding back the results to clinicians to change practice

15.00 Disinvesting in harm: Leading your organization to zero harm

Judi Ingram

Group Clinical Director and Chief Nurse

Aspen Healthcare

- our commitment and vision for safety
- investing in quality, disinvesting in harm
- undertaking the process of disinvesting in harm
- leading your organization to zero harm: ensuring the right leadership and culture

15.30 Question and answers, followed by tea and exhibition

15.50 EXTENDED SESSION: Developing your skills in incident investigation and effective Root Cause Analysis Improving your methods, techniques and report writing skills

David Tooth

CEO

Sologic Root Cause Analysis

- root cause analysis in practice: what could be done better?
- which methods work best?
- RCA tools – a user guide
- a checklist of what should be included in an RCA
- are there different levels of RCA depending on the detail needed or the incident?
- improving communication and report writing skills
- tips for improving the RCA skills of your team and improving RCA practice
- legal issues and update including when police should be involved

17.00 Question and answers, followed by close

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Patient Safety in Independent Healthcare

Wednesday 1 July 2015, Hallam Conference Centre, London

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This form must be signed by the delegate or an authorised person before we can accept the booking

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☐ I cannot attend the conference but would like to receive a PDF containing the conference handbook material, which includes speaker slides, at £49 each.

The PDF will be emailed out after the conference, please fill in the 'Your Details' section above, ensuring your email address is clear and the 'Payment' section..

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Venue

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

Date Wednesday 1 July 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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All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

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