

Patient Leadership Summit

10% card payments
discount*

15% Group booking
discount**

Friday 29 March 2019 De Vere West One Conference Centre, London



Chair and Speakers Include:

Jonathon Hope MBE
Patient Leader

David Gilbert
Co-Founder
The Centre for Patient Leadership
& Patient Director
The Sussex Musculoskeletal Partnership

Supporting Organisations



Patient Leadership Summit

10% card payments discount*
15% Group booking discount**

Friday 29 March 2019 De Vere West One Conference Centre, London

"The health sector needs to learn how to work with patient leaders" Tessa Richards The BMJ Dec 2017

"The concept of patient leadership is emerging as one important new way of working collaboratively with patients and carers...Patient and carer leaders can raise the profile of improving experience of care and can have a real impact on action being taken in response to patient and carer feedback." NHS England

"Patient leaders bring a credible voice, and can work with system leaders to create a compelling case for change. This gives the system 'permission to act'. Patient leaders influence health services' priorities, placing a greater emphasis on the experience of care. Patient leaders can help to design services on the ground, and when system leaders involve patient leaders and carers in this service design, they are able to focus more closely on what patients and carers want." NHS England

This national summit chaired and co-produced with Jonathon Hope MBE will focus on the important issue of Patient Leadership and how you can support patients in your organization to co-design and improve services, how you can help patients to develop patient leadership skills and how to effectively work with patient leaders.

In recent years, NHS policy makers and leaders have increasingly moved towards engaging and involving patients, not only in their care but also in the design of services. Reports such as 'no decision without me' and 'increasing accountability' have come to symbolise the need for patients and professionals to work more closely together. In the Five Year Forward View the NHS clearly committed to directly 'engaging' with communities and citizens in new ways, involving them directly in decisions about the future of health and care services'.

Increasingly, in response to this call to action and the growing pressure on services, charities, think tanks and organisations across the NHS are turning to patients to gain irreplaceable insight into how organisations, services and cultures need to be changed. Increasingly, Patient Leaders are at the forefront of this change, building collaborative relationships with fellow patients, trusts and community services, especially in areas of patient experience and patient engagement. Work is being done by the King's Fund, the NHS, the Coalition for Collaborative Care and many trusts across the NHS to explore the concept of Patient Leadership and to develop Patient Leadership programmes.

However, since the concept and practice of Patient Leadership is still an emerging field in healthcare science, and as is often the case with any new ideas, is only spreading in isolated pockets of best practice across the NHS, there remains a very significant number of staff and organisations who are unfamiliar with what a Patient Leader is and of the potential patient-centred leadership skills, roles and capabilities they can bring to the NHS. There is also a lack of understanding of the considerable strategic advantages of involving Patient Leaders, especially, but not exclusively, in future strategic planning, areas such as assurance and validation and service delivery and design at Board level or below.

In addition, another barrier to building a broader momentum behind Patient Leadership approaches is that large areas of the NHS England and the NHS are still focused strategically on a PPI mindset rather than a 'Patient Leadership and Public Involvement' (PLPI) mindset with only a few organisations putting together comprehensive organisation-wide patient leadership strategies to effectively recruit, support and collaborate with emerging local Patient Leaders. Thus many trusts Patient and Public Involvement Strategies do not yet specifically highlight the potential of Patient Leaders.

If you feel that your organisations or key members of your staff such as Patient & Public Engagement Managers, Service-Design Leads, Assurance Leads, Directors of Patient Experience, Governors, Non-executive Directors or others need to be brought up to date on emerging best practice in this area then this national summit will provide essential advice, tips and practical solutions to implement patient leadership within your service. The conference features presentations and extended workshops from patient leaders who have made a difference in practice, and organisations that have established patient leadership as a core part of their culture. There will also be an extended focus on developing training in patient leadership and implementing a patient leadership programme in your service.

Follow the conference on Twitter #patientleadership

10.00 Chairman's introduction: Patient Leadership National Update

Jonathon Hope MBE

Patient Leader

- what is Patient Leadership?
- why the NHS Needs more Patient Leaders
- why is patient leadership key to the future of the NHS?
- how are Patient Leaders helping shape the future of services?
- National developments and local support
- moving forward

10.45 How can organisations support patients and carers to shape services?

Ian Donaghy

Author 'Dear Dementia' & 'The Missing Peace'

- The Missing Peace is described as 'a 200 page hug' for people losing those close to them exploring the power of kindness, family and friendship and how to avoid making mistakes at a most sensitive time
- what is experience of care?
 - end of life care planning for dementia: a personal journey
 - ensuring engaged, informed individuals and carers
 - the little things that make a big difference
 - meaningfully engaging and involving people
 - my experience in working with services to improve care and change attitudes

11.30 Question and answers, followed by tea & coffee at 11.40

12.20 EXTENDED INTERACTIVE SESSION: Facilitating patient partnership for improvement and governance

Lead Facilitator:

David Gilbert

Co-Founder

The Centre for Patient Leadership

& Patient Director

Sussex The Sussex Musculoskeletal Partnership (Central)

- transforming relationships between healthcare organisations, health professionals and patients
- a new approach: patients as trusted equals in decision making
- working with patients and carers to improve quality and safety
- working with patients and carers to monitor services
- my role as a Patient Director
- interactive session: working through the engagement cycle

13.20 Question and answers, followed by lunch & exhibition at 13.30

14.30 Patient leaders in action: delivering services

Alun Thomas

Chief Executive Hafal

Hafal is an organisation managed by the people we support: individuals whose lives have been affected by serious mental illness

- changing the culture
- a hospital run formally and legally by people with experience of serious mental illness
- ensuring lived experience is integral to the service
- practical examples and advice

14.00 Young People as Patient Leaders

Rachel Jury

Patient Leader

- my journey to becoming a Patient Leader
- how organisations can effectively support patient leaders

15.00 Developing a patient leadership programme at a local level

Christina Quinn

Director

Kent Surrey and Sussex Leadership Academy

- our effective patient leader programme
- tips for delivering a patient leadership programme in your trust
- the Kent Surrey and Sussex Leadership Academy Programme

15.30 Question and answers, followed by tea and exhibition at 15.40

16.00 Recruiting and supporting Patient Leaders to co-design and improve

Carol Munt

Patient Partner & Advocate, Honorary Lecturer & Doubleday Affiliate

Manchester Medical School, NHSE Always Events National Advisory Group, NHS Horizons #Project A Falls Collaborative

- the importance of 'co-production' in everything you do
- recruiting, motivating and sustaining Patient Leaders
- working with the challenges of maintaining good Patient Leader involvement
- supporting patient leaders to co-design and improve services, and to be involved in programme governance

16.30 The Importance of Involving and Engaging BME Patient Leaders

Naila Hope

Patient Leader

- my Journey to Patient Leadership
- supporting BME patients and carers to share their perspective
- putting BME Patient's and carers cultural needs on the agenda
- ensuring BME voices acted upon

16.30 Question and answers, followed by close

10% card payments discount*
15% Group booking discount**

Patient Leadership Summit

Friday 29 March 2019

De Vere West One Conference Centre, London

Download

> How to book Book online via credit card and receive a 10% discount* www.healthcareconferencesuk.co.uk Fax the booking form to 0208 181 6491 Post this form to Healthcare Conferences UK 8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

> Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

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

(By signing this form you are accepting the terms and conditions below)

Name

Signature

Date

> Payment

☐ **By Cheque** A cheque for is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

☐ **By Invoice** Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

☐ **By B A C S**

For Payments in £: Sort Code 40-46-22 Account No. 21553690

☐ Please send your BACS remittance form as confirmation of payment

☐ Your BACS Reference

☐ **By credit card** Please debit my Visa/Mastercard/Switch

All sections must be completed

Cardholder's Name

Card No.

Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code

Conference Documentation

☐ 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..

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

Venue

De Vere West One Conference Centre, 9-10 Portland Place, London, W1B 1PR. A map of the venue will be sent with confirmation of your booking.

Date Friday 29th March 2019

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%.

Data Protection - This booking represents a contract between Healthcare Conferences UK and yourself as a delegate at this event

The information provided will be held on the Healthcare Conference UK's database and may be used to update you with details of other events that we organise. If you DO NOT wish to receive this information, please tick this box ☐

*Credit card Discount

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

**Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

We occasionally release your details to companies sponsoring or exhibiting at our events. If you DO NOT wish to receive information from these companies, please tick this box ☐

Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.
©Healthcare Conferences UK Ltd 2018

Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

Confirmation of Booking

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.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the British Association for Professional Conference Organisers.

