

Always Events®

A Positive Approach to Improving Patient Care

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

Thursday 22 October 2015

Hallam Conference Centre, London



Speakers Include:

Tommy Whitelaw
Carer

Neil Churchill
Director of Patient Experience
NHS England

Dr Umesh Prabhu
Medical Director
Wrightington, Wigan and Leigh NHS
Foundation Trust

Supporting organisations



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How do we create excellence in patient care and experience?

This conference focuses on Always Events®. Always Events®, first introduced in the US by IHI and the Picker Institute, focus on ensuring events that matter to patients happen every time for every patient. Always Events® can be tailored to your service and should be developed in consultation with your patients learning from what your organisation or service does well and what elements of care your patients value most. The aim of always events is to create a positive approach to improving patient care.

The IHI and Picker Institute describe an Always Event® as “a clear, action-oriented, and pervasive practice or set of behaviours that provides the following:

- A foundation for partnering with patients and their families;
- Actions that will ensure optimal patient experience and improved outcomes; and
- A unifying force for all that demonstrates an ongoing commitment to person and family centred care.

Always Events® are aspects of the patient experience that are so important to patients and families that health care providers must perform them consistently for every patient, every time.”

The Picker Institute Europe November 2014

The conference will provide a guide to always events methodology and learning from case studies of those who have successfully implemented always events in their service. There will be an update on national developments from NHS England, the IHI and the Picker Institute and a look at the development of the always events® recognition programme led by IHI and Picker Institute

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Follow this conference on Twitter #alwaysevents

10.00 Chairman's Introduction

10.10 Always Events_®: Learning from what matters to patients

Tommy Whitelaw

Carer & Project Officer
The Alliance Scotland

- what matters to patients
- the little things that make a big difference
- involving patients and carers to identify Always Events_® for your service

10.40 Always Events_®: focusing on the elements of care that should happen every time to every patient

Neil Churchill

Director of Patient Experience
NHS England

- implementing a positive approach to improving patient care
- always events_®: how do we ensure that always events happen first time, every time for every patient
- learning from what goes right rather than what goes wrong
- implementing and monitoring adherence to always events_®
- identifying your own list of always events_® for your practice

11.20 Question and answers, followed by coffee and exhibition

11.50 EXTENDED SESSION: Always Events_® methodology

Representative

Institute for Healthcare Improvement

- Always Events_®: methodology and implementation
- developing an open architecture approach to selecting always events_®
- the always events_® blueprint for action and healthcare solutions handbook
- how do you get started with always events_®
- case studies and examples

13.00 Question and answers, followed by lunch and exhibition

Case Studies: Always Events_® in practice

14.00 EXTENDED SESSION: Implementing a positive approach to patient experience in practice

Measuring and monitoring compliance with "Always Events_®" : Events that should always happen for every patient

Dr Umesh Prabhu

Medical Director

with **Pauline Law**

Deputy Director of Nursing

Wrightington, Wigan and Leigh NHS Foundation Trust

The 10 "Always Events_®" that we use: educating, implementing and monitoring adherence in practice to the following events:

Patients will always be addressed by their preferred name
Staff always introduce themselves when meeting a patient for the 1st time
Staff treat patients and their families with the level of respect they would expect for themselves or a member of their own family
Staff keep patients informed about their care in a way they can understand and find acceptable
Staff assist patients to the toilet immediately when requested
Patients always have access to appropriate food and drink
Patients are always told on admission what their expected date of discharge is and what this means
Medications are always administered correctly
All patients who die in our care will be treated with dignity and respect

14.30 Case Study 2: Learning from what people tell us we get right! Always Events_® at ward level

Chedia Hoolickin

Quality Improvement Lead

Salford Royal Hospitals NHS Foundation Trust

- learning from what people tell us we get right
- learning from compliments and positive areas of care
- sharing good practice and implementing at Ward Level
- our experience at Salford and our six Always Events_®

15.00 Case Study 3: Criteria for selecting Always Events_®: Always Events_® in Primary Care

Dr Gregor Smith

Medical Director

NHS Lanarkshire

& Senior Medical Officer Primary Care

Scottish Government

- critically reviewing criteria for selecting 'always events_®' and generating a candidate list examples based on the patient feedback data
- a step by step guide to learning from patients about what matters to them
- our experience in supporting organisations to develop their own primary care always events_®

15.25 Question and answers, followed by tea

15.45 EXTENDED SESSION: Changing the behaviour and habits of frontline clinical staff

Chris Graham

Director of Research and Policy

The Picker Institute

- how do we change staff behavior
- using patient feedback as a catalyst for change: developing patient led change
- the Always Events_® recognition programme and learning from organisations that have been approved

16.45 Question and answers, followed by close

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15% Group booking discount**

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Organisation

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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

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

Where did you hear about this conference?

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 24 March 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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Accommodation

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