

Measuring, Understanding and Acting on Patient Reported Experience Measures (PREMS)

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10% Group booking discount**

Wednesday 11 May 2016 ICO Conference Centre, London



Chair & Speakers Include:

Chris Graham
Director of Research and Policy
Picker Europe

Tommy Whitelaw
Carer

Supporting Organisations



Measuring, Understanding and Acting on Patient Reported Experience Measures (PREMS)

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This conference will focus on measuring, understanding and acting on Patient Reported Experience Measures, and demonstrating responsiveness to that insight to improve care.

Through national updates and case study presentations the conference will support you to measure, monitor and improve patient experience in your service, and change practice as a result of the feedback you receive. There will be an extended session providing a step by step guide to PREMs, the measures that are currently available and how you can customize them to suit your services, and learn from them to improve care for patients. Sessions will also focus on improving PREMs collection, demonstrating insight and responsiveness to PREMs, the relationship between PREMs, PROMs and PCOMs, measuring quality through PREMs as part of clinical audit, reaching lesser heard groups, and making the right choices in terms of where to focus your patient experience efforts.

"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

"It's the small things that make the biggest difference" Neil Churchill, Director for Patient Experience, NHS England, and National Quality Board Patient Experience sub-group member June 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

"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

10.00 Chairman's Introduction

Chris Graham *Director of Research and Policy Picker Europe*

10.10 Patient Experience Insight: Learning from patients & carers

Tommy Whitelaw

Carer

- 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

10.45 Improving Patient Experience and Experiences of Care

Neil Churchill

*Director for Patient Experience
NHS England*

- experience as a change methodology
- achieving improvements on the major national clinical priorities: cancer, learning disability, mental health, diabetes;
- integrating staff experience and patient experience.
- learnings from the Vanguard and other Pioneer Sites

11.15 *Question and answers, followed by coffee and exhibition 11.25*

11.50 EXTENDED SESSION: Patient Reported Experience Measures (PREMs)

Chris Graham

*Director of Research and Policy
Picker Europe*

This interactive session will provide a step by step guide to developing and implementing Patient Reported Experience Measures in your service, the tools and measures currently available, and learning from the results to change and improve practice

12.35 Improving collection of PREMs intelligence and using feedback from patients and their families to improve services

Speaker to be announced

- developing a range of patient feedback sources
- how can we ensure the feedback leads to change
- case studies and examples

13.00 *Question and answers, followed by lunch and exhibition 13.10*

14.00 Demonstrating insight and responsiveness to PREMs at a local level

Annie Laverty

*Director of Patient Experience
Northumbria Healthcare NHS 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

14.25 The relationship between PREMs, PROMs and PCOMs

Mr Bibhas Roy

*Consultant Orthopaedic Surgeon
Central Manchester University Hospitals NHS
Foundation Trust*

- 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

14.50 Measuring quality through PREMs: PREMs as part of clinical audit

Deborah Christie

*Consultant Clinical Psychologist
University College Hospital, London*

- enabling clinicians to understand the experience of the patient's journey from the patients perspective
- the potential of PREMs to supplement National Clinical Audit measure the quality of care
- developing PREMs with patients

15.15 *Question and answers, followed by tea and exhibition at 15.25*

15.50 Reaching lesser heard groups

Amanda Attwood

*Senior Project Manager
Picker Europe*

- developing effective feedback mechanisms to solicit feedback from lesser heard and vulnerable groups
- are there any specific PREMs available?
- how we can ensure feedback leads to change

16.15 Making the right choice: where to focus your patient experience efforts

Andrew McCulloch

*CEO
Picker Institute Europe*

- 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?
- where should you focus your patient experience efforts?

16.45 *Question and answers, followed by close at 17.00*

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PREMs

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

Venue

ICO Conference Centre, 22 Berners Street, London, W1T 3DD. A map of the venue will be sent with confirmation of your booking.
(The ICO stands for International Coffee Organisation)

Date: Wednesday 11 May 2016

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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