

Measuring, Understanding
& Acting on

Patient Experience Insight

Demonstrating Responsiveness to Feedback

Tuesday 29 November 2016 Hallam Conference Centre, London

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



Chair and speakers include:

Paul Jebb

*Patient Experience
Professional Lead
NHS England*

Tommy Whitelaw

Carer

Dr Andrew McCulloch

*CEO
The Picker Institute*

Supporting Organisations



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Chaired by Paul Jebb, Patient Experience Professional Lead at NHS England this conference will focus on measuring, understanding and acting on patient experience insight, 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 demonstrate responsiveness to the feedback you receive.

Sessions will include learning from patients, a national update, an extended session on implementing the NQB and NHS England endorsed Warwick Patient Experience programme in practice. Case studies will focus on demonstrating insight and responsiveness at a local level, improving data and intelligence and using feedback to improve, collecting and acting on feedback in real time, an update on PREMs, PROMs, and PCOMs, undertaking a patient experience review, and working with patients as partners in co-design.

“Collecting the data is not enough; we need to be better at understanding it, interpreting it and most importantly acting upon what it tells us. Put simply, the NHS needs to be better at listening and acting on the insight and feedback we gather...We need to move to a place where Insight and feedback are central to the business of the NHS – used as routinely as other data on the quality of care. Decisions at a local and national level need to be informed by and reflect what matters to our patients, staff and service users. Insight data needs to be available to all from senior management, to frontline staff to patients and the public and it must be presented in accessible and transparent ways. Perhaps most importantly insight data has a key role to play in supporting patients’ empowerment in their health and their use of healthcare services.” Dan Wellings Patient Insight Lead NHS England March 2016

“Patient experience is at the Heart of the NHS Forward View.”

Neil Churchill, Director for Patient Experience, NHS England, and National Quality Board Patient Experience sub-group member January 2016

“Experience of care, clinical effectiveness and patient safety together make the three key components of quality in the NHS. Good care is linked to positive outcomes for the patient and is also associated with high levels of staff satisfaction. However, care is inconsistent and varies by different patient groups, with the poorest care often received by those least likely to make complaints, exercise choice or have family to speak up for them.” NHS England

Follow the conference on Twitter #PatientExp

10.00 Chairman's introduction: Innovative approaches to Patient Experience insight and demonstrating responsiveness to feedback at a local level

Paul Jebb Patient Experience Professional Lead NHS England

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

Jo Odell
Practice Development Facilitator
Foundation of Nursing Studies

- patient experience at the heart of the NHS Forward View
- experience as a change methodology
- the role of patient leaders in patient experience feedback
- integrating staff experience and patient experience
- learning from the Always Event Pilot Sites
- learnings from the Vanguard and other Pioneer Sites

11.25 Question and answers, followed by tea & coffee at 11.35

11.50 EXTENDED SESSION: Implementing the NQB and NHS England endorsed Warwick Patient Experiences Programme in practice

Sophie Staniszewska
Chair Guideline Development Group
The NICE Quality Standard for Patient Experience in adult NHS Services Senior
Research Fellow and Lead for Patient Experiences and Patient & Public Involvement Programme
The Royal College of Nursing Research Institute - University of Warwick

- 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?

12.30 Demonstrating insight and responsiveness at a local level

Speaker to be announced

- 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

13.00 Question and answers, followed by lunch at 13.10

14.00 Developing a patient feedback shared improvement dashboard

Speaker to be announced

- the development of a Patient Feedback Shared Improvement Dashboard to ensure patient feedback is delivered to staff in a timely way
- from feedback to action: supporting staff to respond and change practice
- Case studies and examples

14.30 Real time patient experience feedback and action

Norma Owen Patient Experience Manager
and **Cathy Dowling**
Assistant Director of Nursing and Patient Experience
Abertawe Bro Morgannwg University Health Board

- measuring, reporting, acting: where real time feedback sits within patient experience insight at Bro Morgannwg
- systems and practice for acting on real time feedback
- using trigger words
- our experience and the changes made as a result

15.00 From Experience to Outcome: PREMs, PROMs & PCOMs

Prof W Angus Wallace
Division of Orthopaedic and Accident Surgery
University of Nottingham/Nottingham University Hospitals NHS 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

15.30 Questions and answers, followed by tea & coffee at 15.40

16.00 Patients as Partners in Co-design

Joanna Goodrich
Head of Evidence
The Point of Care Foundation
& **Melanie Gager**
Sister Critical Care Follow Up
Royal Berkshire NHS Foundation Trust

- why co-design services in partnership with patients?
- how experience based co-design works
- developing effective feedback mechanisms to solicit feedback from lesser heard and vulnerable groups
- case studies from organisations that have successfully used co-design to reorganise services

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

Dr Andrew McCulloch
CEO
Picker Institute Europe

- the story so far, a national picture of what's improved
- knowing where to focus: what matters to patients and service users: the markers of quality
- one in all in: An organisational commitment to Patient experience
- patients leading the way: Always Events

17.00 Questions and answers, followed by close at 17.10

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Conference Registration

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Date

Tuesday 29 November 2016

Conference Fee

- ☐ £365 + VAT (£438.00) for NHS, Social care, private healthcare organisations and universities.
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