

Measuring, Understanding
& Acting on

Patient Experience Insight

Demonstrating Responsiveness to Feedback

Tuesday 5 July 2016 Manchester Conference Centre Manchester

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**

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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

Paul Jebb
Patient Experience Professional Lead
NHS England

- patient experience at the heart of quality improvement
- the role of patients, families and carers in giving feedback
- Staff experience impact on patient experience
- NHS England Always events programme

11.25 *Question and answers, followed by coffee and exhibition at 11.35*

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

Speaker to be announced

- the Warwick Patient Experience Framework 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?

13.00 *Questions and answers, followed by lunch and exhibition at 13.10*

14.00 Demonstrating insight and responsiveness 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 Reaching lesser heard groups

Amanda Attwood,
Senior Project Manager
Picker Institute Europe

- Developing effective feedback mechanisms to solicit feedback from lesser heard and vulnerable groups
- How we can ensure feedback leads to change
- Case studies and examples

14.50 From Experience to Outcome: PREMs, PROMs & PCOMs

Mr Bibhas Roy
Consultant Orthopaedic Surgeon
Central Manchester and 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

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

15.50 Patients as Partners in Co-design

Paul Scates
Peer Specialist Campaigner and Ambassador

- why co-design services in partnership with patients?
- how experience based co-design works
- case studies from organisations that have successfully used co-design to reorganise services

16.15 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

16.50 *Questions and answers, followed by close at 17.00*

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Measuring, Understanding & Acting on

Conference Registration

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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

Manchester Conference Centre, Sackville Street, Manchester, M1 3BB. A map of the venue will be sent with confirmation of your booking.

Date

Tuesday 5 July 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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