

Eighth
annual
conference

Patient Involvement and Empowerment 2009

THURSDAY 21 MAY 2009 76 PORTLAND PLACE, LONDON



Topics include:

- Patient involvement and empowerment: delivering high quality of care for all
- True involvement and empowerment
- Patient involvement for patient safety
- LINKs: developments and moving forward
- Learning from patient experience: making real change and increasing diversity
- Working with patients to deliver improvement and redesign through lean thinking
- Involving the patients and the public in commissioning
- Managing the financial elements of user involvement
- User led and user enabled services

Keynote speakers:

Graham English
Executive Director
The NHS Centre
for Involvement

Joan Saddler OBE
National Director,
Patient and Public Affairs
Department of Health

PLUS Workshops:

- A guide to Patient Reported Outcome Measures (PROMs)
- The patient/service user perspective: clinical outcomes v patient outcomes: is there a disparity?
- Integrating Patient Reported Outcome Measures with clinical data
- Developing a training and support programme
- Techniques, tools and training for involvement

PLUS Consensus:

- What are the critical factors that organisations should have in place to support effective patient and public involvement?

An IHM recognised conference



A PIF recognised conference



CPD
Accreditation
being sought

HEALTHCAREevents
Specialists in health & social care conferences



Eighth annual conference

Patient Involvement and Empowerment 2009

THURSDAY 21 MAY 2009 76 PORTLAND PLACE, LONDON

The recent Ara Darzi review *High Quality Care for All* calls for more patient involvement and a more patient centred partnership approach. One of these measures includes patients own views on the success of their treatment and the quality of their experiences.

*"The vision this report sets out is of an NHS that gives patients and the public more information and choice, works in partnership and has quality of care at its heart – quality defined as clinically effective, personal and safe. It will see the NHS deliver high quality care for all users of services in all aspects, not just some."**

Chaired by **Graham English** *Executive Director* The NHS Centre for Involvement, this conference provides an important update on recent changes in patient involvement and empowerment including delivering high quality of care for all, involving patients in the delivery of quality indicators and quality accounts, involving the patients and the public in commissioning and working with patients to deliver improvement and redesign through lean thinking.

Traditionally the focus for measuring the effectiveness of care has been on measuring process and clinical indicators rather than patient outcomes. The conference includes a series of workshops for more interactive learning – involving patients in measuring outcomes using Patient Reported Outcome Measures (PROMs) and training and supporting patients and the public to be involved.

As well as learning from the experts you will have the opportunity to join the conference debate – **'What are the critical factors that organisations should have in place to support effective patient and public involvement?'**

* HIGH QUALITY CARE FOR ALL: NHS NEXT STAGE REVIEW FINAL REPORT, 30 JUNE 2008

Joint introductory session

Chairman: Graham English *Executive Director The NHS Centre for Involvement*

10.00 Chairman's introduction

10.15 Keynote opening address

Patient involvement and empowerment: delivering high quality of care for all

Joan Saddler *OBE*

*National Director, Patient and Public Affairs
Department of Health*

- patient involvement and empowerment: an update
- the Health Bill: delivering high quality of care for all
- involving patients in the delivery of quality indicators and quality accounts
- moving forward: challenges and tips for success

CONFERENCE

STREAM A: PATIENT INVOLVEMENT AND EMPOWERMENT

11.50 Patient involvement for patient safety

Margaret Murphy

*Steering Group Member, Patients for Patient Safety
World Alliance for Patient Safety, WHO*

- working in partnership with patients, families and communities
- patients for patient safety: an update
- ensuring a sustainable transformation in patient safety: a personal journey

12.20 LINKs: developments and moving forward

Cath Attlee

*Assistant Director Joint Commissioning
– Social Care and Health
Westminster City Council/Westminster Primary Care Trust*

- LINKs: an update and lessons from the pilots
- preparing for implementation: turning LINKs ideas into reality
- what's next for LINKs: moving forward and managing the transition

12.45 Learning from patient experience: making real change and increasing diversity

Mark Duman

*National Patient Experience Lead
The Improvement Foundation*

- learning from patient experience: making a difference
- case studies and good practice examples
- increasing diversity in user involvement: communicating to and engaging with those who are often excluded

13.10 Questions and answers, followed by lunch and exhibition at 13.20

14.00 Working with patients to deliver improvement and redesign through lean thinking

Carol Makin

*Clinical Director and Consultant Bowel Surgeon
Wirral University teaching hospital NHS Trust*

- involving patients in process mapping and service redesign
- a guide to lean thinking and how to involve patients in the process
- patients as drivers for change and improvement in Wirral

14.30 Involving patients and the public in commissioning

Joe Rafferty

*Chief Executive
NHS Central Lancashire
and CEO Lead Advancing Quality in the North West*

- involving patients and the public in commissioning
- incorporating Patient Reported Outcome Measures (PROMs) into commissioning and quality accounts
- our project and how we involved patients in NHS Central Lancashire

15.00 Managing the financial elements of user involvement

Christine Wilson

*Research Fellow, Care Research Centre,
University of Glamorgan
with Helen Reec Service User*

- managing the financial elements of user involvement
- eliminating the barriers to involvement
- reimbursement and employment
- working with those on benefits to avoid any negative impact on financial support

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

RETURN TO MAIN STREAM

Final joint sessions

FOCUS: USER LED AND USER ENABLED SERVICES

16.00 User led and user enabled services

Katherine Haworth

Senior Connect Support Worker and

Daniel Dumitru

*Senior Crisis Support Worker
Leeds Survivor Led Crisis Centre*

- developing and supporting user led services
- the benefits of staff who have experienced using services
- transferring developments established in mental health to the whole healthcare system

Joint introductory session

10.45 True involvement and empowerment

Tina Coldham

Chairman

The National Service User Network (NSUN)

- the power of patients and users to improve services and practice
- building capacity for involvement and overcoming the barriers to involvement and empowerment
- recruitment, access and remuneration
- the experiences of involvement on people's lives: patient and user perspectives from NSUN

11.15 Questions and answers, followed by coffee and exhibition at 11.25

SPLITS

STREAM B: WORKSHOPS AND FOCUS ISSUES

WORKSHOP 1: INVOLVING PATIENTS IN MEASURING OUTCOMES PATIENT REPORTED OUTCOME MEASURES (PROMS)

11.50 Facilitated Workshop: Professor Nick Black

Chairman The National Clinical Audit Advisory Group and *Professor of Health Services Research* London School of Hygiene and Tropical Medicine

A guide to Patient Reported Outcome Measures

Professor Nick Black

Chairman The National Clinical Audit Advisory Group
and *Professor of Health Services Research*
London School of Hygiene and Tropical Medicine

- assessing the reliability of Patient Reported Outcome Measures
- effective tools for use in practice to measure patient outcomes, health status and quality of life
- tips for use in individual clinical practice

The patient/service user perspective: clinical outcomes v patient outcomes: is there a disparity?

Derek Stewart OBE

Patient Advocate – Member of the Cancer Reform Strategy Advisory Board
and *Associate Director* with National Institute for Health Research, Clinical Research Networks Co-coordinating Centre

Interactive workshop

Integrating Patient Reported Outcome Measures with clinical data

Jiri Chard

Senior Project Coordinator, Patient Outcomes in Surgery (POIS)
Royal College of Surgeons

- quality of life measurement
- integrating patient reported outcomes alongside clinical data
- national tools for PROMs in Surgery

13.10 Lunch and exhibition

WORKSHOP 2: TRAINING AND SUPPORTING PATIENTS AND THE PUBLIC TO BE INVOLVED

14.00 Workshop Led by Sally Brearley

Visiting Senior Research Fellow in Patient and Public Involvement The National Nursing Research Unit, Kings College London
Honorary Fellow in Patient and Public Involvement, Faculty of Health and Social Care Sciences Kingston University and St Georges University of London

This workshop will give guidance on techniques, tools and training to support patients and the public to be involved.

Developing a training and support programme

Sarah Evans

Team Leader, Community Voice
Liverpool Service User Group

- supporting patients and the public to be involved
- training and education for involvement and empowerment
- our experience and hands on training programme
- the service user perspective

Techniques tools and training for involvement

Jayne Taylor *Director*

Organisational Development and Learning,
The NHS Centre for Involvement

- support for involvement: practical tools and training techniques
- developing goals for focused involvement

Interactive Session

- this workshop will finish with an interactive discussion session

15.30 Tea and exhibition

FOR FINAL JOINT SESSION

Final joint sessions

16.30 Practicalities panel discussion:

Consensus: What are the critical factors that organisations should have in place to support effective patient and public involvement?
The panel and the audience will develop consensus on the most important factors to support effective involvement. Panel members include:

Sally Brearley

Visiting Senior Research Fellow in Patient and Public Involvement The National Nursing Research Unit,
Kings College London *Honorary Fellow in Patient and Public Involvement Faculty of Health and Social Care Sciences*
Kingston University and St Georges University of London

Further speakers from the day to be invited to take part in the panel session

17.15 Close

Patient Involvement and Empowerment 2009

Thursday 21 May 2009
76 Portland Place,
London

Conference Registration



All of our brochures are made from paper manufactured from sustainable forests. Once you have finished with this brochure please recycle the paper.

e m

► How to book

Fax the booking form to
020 8547 2300

Through our website at:
www.healthcare-events.co.uk

Post this form to Healthcare Events
2 Acre Road, Kingston, Surrey KT2 6EF

► 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 e-mail.

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 Events Ltd. Cheques can be £ or Euros (1 Euro = £0.90)

By invoice Please send an invoice to

Name (IN BLOCK CAPITALS)

Organisation

Address

Postcode

Purchase order number if applicable

By BACS

For payments in £:

Sort Code 20-23-97

Account No. 60297275

For payments in Euros:

Sort Code 20-23-97

Account No. 56027500

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)

Card security code

(This is the last three digits of the number printed on the back of your card)

Signature

Card billing address

For office use only

Workshops

Please indicate which stream you are likely to attend

Stream A:
Patient Involvement and Empowerment

Stream B:
Workshops Workshop 1: Involving patients in measuring outcomes
 Workshop 2: Training and supporting patients and the public to be involved

Are you a patient or service user? There are a limited number of free places available for patients, which will be allocated on a first come, first served basis. (These places are reserved for non NHS employees)

PiF Members

I am a PiF Member

PiF Membership Number To find out more about becoming a PiF member, please visit www.pifonline.org.uk

IHM Members

I am an IHM Member

IHM membership number To find out more about becoming an IHM member, please visit www.ihm.org.uk

Conference handbook

I cannot attend the conference but would like a copy of the conference handbook which includes speaker slides @ £69 a copy.

The handbook will be sent out a week after the conference, please fill in the 'Your details' section above for delivery.

Handbooks ordered up until two months after the conference will be supplied as a hardcopy in an A4 ring binder, those ordered after this time will be posted as a PDF document on CD.

Venue

76 Portland Place, London, W1B 1NT. A map of the venue will be sent with confirmation of your booking.

Date

Thursday 21 May 2009.

Conference fee

- £355 + VAT (£408.25) for NHS, social care and private healthcare organisations.
- £300 + VAT (£345.00) for voluntary sector/charities.
- £495 + VAT (£569.25) for commercial organisations.
- £300 + VAT (£345.00) for IHM and PiF members.

The fee includes lunch, refreshments and a copy of the conference handbook.

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 and 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 time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

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.

Accommodation

On confirmation of your booking you will receive details of accommodation.

Exhibition

If you are interested in exhibiting at this event, please contact Nikki Finley 020 8541 1399 or email nicolaf@healthcare-events.co.uk

Credits

CPD Accreditation is being sought. An IHM recognised conference.

For more information contact Healthcare Events on **020 8541 1399** or email jayne@healthcare-events.co.uk

The information you provide will be held on the Healthcare Events' 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

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 Events reserve the right to make changes to speakers and programmes without prior notice.
© Healthcare Events Ltd 2009.

Do you have research or information
that you would like to share with delegates
and speakers attending this conference?

We have the following options available:

DISPLAY YOUR POSTER AND INFORMATION
IN THE EXHIBITION HALL

YOUR RESEARCH PAPERS COULD ALSO BE
INCLUDED IN THE DELEGATE PACKS

To discuss this further
please contact the Exhibition Team on:

020 8541 1399

