

A Practical Guide to
Measuring, Monitoring & Improving

Service User Experience in Mental Health

*Towards Recovery: Demonstrating
Responsiveness to Feedback*

Friday 12 May 2017 De Vere West One Conference Centre, London

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



Chair and Speakers Include:

Paul Scates

Senior Peer Specialist

Campaigner and Ambassador

Polly Ashmore

Children and Young People's Mental Health:

transition, vulnerable groups, and participation

NHS England

Supporting Organisation



A Practical Guide to
Measuring, Monitoring & Improving

Service User Experience in Mental Health

*Towards Recovery: Demonstrating
Responsiveness to Feedback*

Friday 12 May 2017 De Vere West One Conference Centre, London

Through national updates, lived experience and practical case studies the conference will provide a step by step guide to measuring, monitoring and improving service user experience in mental health services.

Expert sessions will focus on monitoring adherence to the NICE Quality Standard on service user experience in mental health, measuring and monitoring experience in mental health crisis, changing the culture of an organisation, listening and learning from individuals and demonstrating responsiveness to feedback, real time service user feedback, and using always events as a positive approach to always events.

“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 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 2016

Follow the conference on Twitter #serviceuserMH

10.00 Chairman's Introduction Measuring and monitoring service user experience: A Service User Perspective

Paul Scates

Senior Peer Specialist
Campaigner and Ambassador

- understanding the service user experience and ensuring service user experience is a proactive tool for change and improvement
- the benefits in involving and empowering service users to improve experience
- how can we understand the experience of ALL service users
- moving towards a collaborative recovery focused approach

10.40 Service user experience in children and young people's mental health: a national perspective

Polly Ashmore

Children and Young People's Mental Health:
transition, vulnerable groups, and participation
NHS England

- overview of CYPMH national transformation programme
- why are the voices of children, young people, their families and carers so important?
- national participation programme – what are we doing to involve children, young people, their families and carers in CYPMH Transformation?

11.10 Question and answers, followed by tea & coffee at 11.20

11.35 Monitoring adherence the NICE Quality Standard on Service User Experience in Mental Health

Angela Newton

Director of Service User Involvement
Together: Working for Well Being

- monitoring adherence to the NICE quality standard for Service User Experience in Adult Mental Health
- the process of producing the guidance
- has the use of the national quality standard and underpinning guidance had an impact on service users' experience of care?

11.55 How can we measure experience in crisis? What it feels like to be in crisis and what helps

Moira Tombs

Associate
Encompassing Health

- what crisis feels like: a personal journey
- working in partnership with the police to improve crisis services

12.20 EXTENDED SESSION: Measuring and monitoring service user experience in crisis services

Fiona Venner

Director
Leeds Survivor Led Crisis Service

- why the quality of crisis care is important
- a survivor led, person centred approach
- what people need in crisis – the five elements of effective support
- practical approaches to ensuring active involvement
- measuring service user experience and ensuring service user experience drives improvement

13.00 Question and answers, followed by lunch at 13.10

14.00 EXTENDED SESSION: What does excellence in recovery orientated services look like? How to set up, run and develop recovery-orientated services

Dr Rajesh Mohan

Consultant Psychiatrist South London & Maudsley NHS Foundation Trust
Chair Elect of the Rehabilitation and Social Psychiatry Faculty RCPsych

- This extended session will provide a practical guide to setting up, running and developing recovery-orientated services including
- changing the culture
 - refocusing all mental health services around the principles of recovery
 - what does excellence look like in recovery services
 - measurement of recovery outcomes
 - practical examples and advice

14.40 Real time service user experience: using trackers and real time surveys

Mark Hillier

Head of Patient & Public Involvement
Birmingham & Solihull Mental Health Trust

- devising and developing a realtime electronic survey
- barriers to successful implementation
- positive outcomes and improving care

15.10 Question and answers, followed by tea & coffee at 15.20

15.40 Learning from service users every level

Kath Chambers Service User Experience Lead

with Jean Nichols Carer

and Diane Taylor Service User

South Staffordshire and Shropshire Healthcare NHS Foundation Trust

- ensuring involvement and engagement at every level: no decision about us without us in practice
- role and opportunities for service users
- understanding and addressing expectations
- how do we ensure feedback leads to change?
- the experience and changing the culture

16.10 Always Events: a positive approach to improving service user experience

Donna Mackenzie

Patient Experience and Involvement Manager
Oxford Health NHS Foundation Trust

- implementing always events in a mental health setting
- sharing the story of co-designing Always Events in Adult Learning Disability Services and across the organisation
- Always Events® at the transition of care: "I will always be supported in moving on in care"
- our experience

16.40 Question and answers, followed by close at 16.50

Service User Experience in Mental Health

Friday 12 May 2017

De Vere West One Conference Centre, London

Download

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

How to book

Book online via credit card and receive a 10% discount*

www.healthcareconferencesuk.co.uk

Fax the booking form to
0208 181 6491Post this form to Healthcare Conferences UK
8 Wilson Drive, Ottershaw, Surrey, KT16 0NT**> 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 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

(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 Conferences UK Ltd.

 By Invoice Please send an invoice to

Name

Organisation

Address

Postcode

PURCHASE ORDER NUMBER
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

 By B A C S

For Payments in £: Sort Code 40-46-22 Account No. 21553690

 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)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

Promotional Code **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 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**

De Vere West One, 9-10 Portland Place, London, W1B 1PR. A map of the venue will be sent with confirmation of your booking.

Date Friday 12 May 2017

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%.

The information provided will be held on the Healthcare Conference UK's 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

***Credit card Discount**

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

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

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

Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

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.

Exhibition

If you are interested in exhibiting at this event, please contact Carolyn Goodbody on 01932 429933, or email carolyn@hc-uk.org.uk

Credits

CPD Certified. Recognised by the Good Governance Institute. Conference Producer is a member of the British Association for Professional Conference Organisers.



The information provided will be held on the Healthcare Conference UK's 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

Healthcare Conferences UK reserve the right to make changes to speakers and programmes without prior notice.
©Healthcare Conferences UK Ltd 2011