

Measuring, Understanding
and Acting on

Patient Experience Insight

Demonstrating Responsiveness to Feedback

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

Friday 18 January 2019 De Vere West One Conference Centre, London



Chair & Speakers Include:

Kath Evans

Experience of Care Lead
NHS England

Helen Lee

Experience of Care
Professional Lead
NHS England

Ian Donaghy

Author 'DearDementia'
& 'The Missing Peace'

Supporting Organisations



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“Good experience of care, treatment and support is increasingly seen as an essential part of an excellent health and social care service, alongside clinical effectiveness and safety... Improving patient experience is not simple. As well as effective leadership and a receptive culture, trusts need a whole systems approach to collecting, analysing, using and learning from patient feedback for quality improvement. Without such an approach it is almost impossible to track, measure and drive quality improvement.” NHS Improvement 2018

“Patient Experience experts are spending a lot of their time collecting feedback – we need to think about how we can spend more time on doing something about the feedback” Neil Churchill, Director for Patient Experience NHS England

“We have seen that everyone has a part to play in creating and delivering experiences and we want to promote an all-encompassing approach to improving those experiences of care. Whether that be for the patient who is admitted to A&E after calling for an ambulance; or the carer who supports their family member with daily routine; or the volunteers who work in the hospitals to aid patients through their journey; or even the staff member who is having a difficult shift and gets support from their colleagues. We are all the patient experience.”

Professor Jane Cummings is the Chief Nursing Officer for England and Executive Director at NHS England 2018

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, practical sessions focusing on delivering a patient experience based culture, measuring patient experience, using the June 2018 National Patient Experience Improvement Framework, demonstrating insight and responsiveness in real time, using patient experience to drive improvement, changing the way we think about patient experience, and learning from excellence in patient experience practice.

Benefits of attending

This conference will enable you to:

- Network with colleagues who are working to monitor and improve patient experience
- Learn from outstanding practice in developing systems to improve patient experience insight
- Learn how to use the National Patient Experience Improvement Framework in practice
- Understand the national context for patient experience
- Reflect on CQC key lines of enquiry for patient experience
- Understand how to work with staff to act on patient experience feedback in real time
- Change the way you think about patient experience – the 1000 days programme and #EndPJPparalysis
- Identify key strategies for developing a patient experience cultures
- Develop your role demonstrating insight and responsiveness
- Understand how you can enable frontline staff to engage real time patient feedback from patients
- Self assess and expand your skills in incident investigation and RCA for medication errors

100% of delegates at our last Patient Experience Insight Conference would recommend the event to a colleague

Follow the conference on Twitter #PatientExp

10.00 Chairman's welcome & introduction

Kath Evans *Experience of Care Lead* NHS England

10.10 Patient Experience Insight: Learning from patients & carers

Ian Donaghy

Author 'Dear Dementia' & 'The Missing Peace'

The Missing Peace is described as 'a 200 page hug' for people losing those close to them exploring the power of kindness, family and friendship and how to avoid making mistakes at a most sensitive time

- 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
- patient leadership in action: my experience

10.50 EXTENDED SESSION: Improving Patient Experience and Experiences of Care

Helen Lee

Experience of Care Professional Lead
NHS England

- from measurement and understanding to changing practice
- patient experience and quality improvement;
- underpinning patient experience with positive staff experience;
- using insight from experience to drive transformation and sustainability

11.30 *Questions & answers, followed by tea & coffee at 11.40*

12.00 EXTENDED SESSION Happy Staff = Happy Patients: Improving Leadership and Culture

Dr Umesh Prabhu

Consultant Paediatrician, Medical Director for more than 15 years.
Medical Adviser for International Recruitment

- happy staff = happy patients
- supporting staff to deliver high quality patient experience: values, leadership and culture
- ensuring negative patient experience feedback does not lead to blame
- examples from my experience as a NHS Trust Medical Director

12.45 Changing the way we think about patient experience: Involving patients in improving patient experience

Ann-Marie Riley

Deputy Chief Nurse with

Trish Cargill *Chair of Patient Partnership Group*
Nottingham University Hospital NHS Trust

- enabling patients to get into their own clothes to build system capacity by improving patient flow, enabling more timely discharges, reducing length of stay, and more timely admissions for other patients
- last 1000 days and Red2Green explained
- the impact on patient experience in Nottingham

13.15 *Questions & answers, followed by Lunch at 13.20*

14.00 EXTENDED SESSION: Measuring Experience: Methods and tools for measurement

Chris Graham

CEO
Picker Institute Europe

- tools for measuring and monitoring patient experience
- the importance of organisational culture
- upskilling frontline staff in monitoring patient experience

14.45 EXTENDED SESSION: Using the National Patient Experience Improvement Framework

Ruth Evans

Managing Director
Patient Experience Network

- using the national framework to establish how far patient experience is embedded in leadership, culture and operational processes
- understanding the CQC Patient Experience domains
- using the framework in practice
- closing the patient experience loop – providing feedback to demonstrate responsiveness and continuous learning

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

16.00 Learning from excellence in Patient Experience Practice: FFT and Patient Insight for Improvement

Sally Brittain

Director of Nursing and Patient Experience
Kingston NHS Foundation Trust

- leading change for excellence in patient experience practice
- knowing where to focus: taking ownership of feedback to empower staff
- overcoming challenges
- moving forward, advice for providers in improving the use of patient feedback data

16.30 Enabling frontline staff to engage in real time patient feedback from patients

Jo Loughborough

Quality Matron, Lead for Patient Experience
Northern Lincolnshire and Goole Foundation Trust

- engaging frontline staff to keep connected with their patients
- enabling real time feedback through 1:1 interviews
- developing effective feedback mechanisms to solicit feedback from lesser heard and vulnerable groups
- ensuring feedback leads to change

17.00 *Questions & answers, followed by close*

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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
Telephone: 0207 034 9700. A map of the venue will be sent with confirmation of your booking.

Date Friday 18th January 2019

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%.

*Credit card Discount

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**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.

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

Confirmation of Booking

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