Measuring, Understanding and Acting on

Patient Reported Experience Measures (PREMS)

Wednesday 11 May 2016    Hallam Conference Centre, London

Chair & Speakers Include:

Chris Graham  
Director of Research and Policy  
Picker Europe  

Tommy Whitelaw  
Carer  

Supporting Organisations
This conference will focus on measuring, understanding and acting on Patient Reported Experience Measures, and demonstrating responsiveness to that insight to improve care.

“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

Through national updates and case study presentations the conference will support you to measure, monitor and improve patient experience in your service, and change practice as a result of the feedback you receive. There will be an extended session providing a step by step guide to PREMs, the measures that are currently available and how you can customize them to suit your services, and learn from them to improve care for patients. Sessions will also focus on improving PREMs collection, demonstrating insight and responsiveness to PREMs, the relationship between PREMs, PROMs and PCOMs, measuring quality through PREMs as part of clinical audit, reaching lesser heard groups, and making the right choices in terms of where to focus your patient experience efforts.

“Having a good experience of your care, treatment and support is an essential part of an excellent health and social care service.” National Quality Board, January 2015

“It’s the small things that make the biggest difference” Neil Churchill, Director for Patient Experience, NHS England, and National Quality Board Patient Experience sub-group member June 2015

“Our shared ambition is that the experiences all people have of our health and care services – both in terms of what happens to them and how this makes them feel – become amongst the best in the world.” National Quality Board, January 2015
10.00  Chairman’s Introduction
Chris Graham  Director of Research and Policy Picker Europe

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  Demonstrating insight and responsiveness to PREMs at a local level
Annie Laverty  Director of Patient Experience Northumbria Healthcare NHS Foundation 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

11.15  Question and answers, followed by coffee

11.50  EXTENDED SESSION: Patient Reported Experience Measures (PREMs)
Chris Graham  Director of Research and Policy Picker Europe
This interactive session will provide a step by step guide to developing and implementing Patient Reported Experience Measures in your service, the tools and measures currently available, and learning from the results to change and improve practice

12.35  The Patients First Programme: Personal experience of engaging with patients and their families to improve services
Jo Odell  Practice Development Facilitator, Patients First Programme Foundation of Nursing Studies with Chris Caws  Practice Educator, Surgery and Cancer Clinical Service Centre Portsmouth Hospitals NHS Trust
- The Patients First Programme, support to enable clinicians to engage with feedback to improve services
- Improving the patient experience of ambulatory care in a surgical assessment unit (SAU) using a range of feedback sources
- Examples of using the feedback within the SAU project to enable change

13.00  Question and answers, followed by lunch

14.00  Improving Patient Experience and Experiences of Care
Neil Churchill  Director for Patient Experience NHS England
- experience as a change methodology
- achieving improvements on the major national clinical priorities: cancer, learning disability, mental health, diabetes;
- integrating staff experience and patient experience.
- learnings from the Vanguard and other Pioneer Sites

14.30  The relationship between PREMs, PROMs and PCOMs
Mr Bibhas Roy  Consultant Orthopaedic Surgeon Central 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

14.55  Question and answers, followed by tea

15.30  Measuring quality through PREMs: PREMs as part of clinical audit
Deborah Christie  Consultant Clinical Psychologist University College Hospital, London
- enabling clinicians to understand the experience of the patient’s journey from the patients perspective
- the potential of PREMs to supplement National Clinical Audit measure the quality of care
- developing PREMs with patients

16.00  Reaching lesser heard groups
Amanda Attwood  Senior Project Manager Picker Europe
- developing effective feedback mechanisms to solicit feedback from lesser heard and vulnerable groups
- are there any specific PREMs available?
- how we can ensure feedback leads to change

16.30  Question and answers, followed by close
### PREMs

**Wednesday 11 May 2016**  
Hallam Conference Centre, London

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**Conference Registration**

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**Venue**

Hallam Conference Centre, 44 Hallam Street, London W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

**Date:** Wednesday 11 May 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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