

PATIENTS INCLUDED



We're proud to announce that our forthcoming Patient Experience Summit is Patients Included.

For more information, visit the **Patients Included website**.

The Patients Included status is self-assessed and based on meeting all five of the charter's clauses:

- 1. Patients or caregivers with experience relevant to the conference's central theme actively participate in the design and planning of the event, including the selection of themes, topics, and speakers.**

HCUK supports patient participation within the conference planning process. The National Patient Experience Insight Summit 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, national developments, practical sessions focusing on delivering a patient experience based culture, measuring patient experience, demonstrating insight and responsiveness in real time, using patient experience to drive improvement, changing the way we think about patient experience, working with patients on co design and learning from excellence in patient experience practice.

- 2. Patients or caregivers with experience of the issues addressed by the event participate in its delivery, and appear in its physical audience.**

Our line-up of speakers include those working with patients on co design and learning from excellence in patient experience practice. Speakers include:

- Tommy Whitelaw, Carer
- Kath Evans, Experience of Care Lead, NHS England
- Julia Holding, Head of Patient Experience, NHS Improvement
- Joycelyn Cornwell, Chief Executive, The Point of Care Foundation

- 3. Travel and accommodation expenses for patients or carers participating in the advertised programme are paid in full, in advance. Scholarships are provided by the conference organisers to allow patients or carers affected by the relevant issues to attend as delegates.**

HCUK offer 10 free places to Patients at every conference so they can apply (first come first served basis). **Book your place** here <https://www.healthcareconferencesuk.co.uk/patient-experience-and-experiences-of-care/book>

Presenters are paid for attendance and full reimbursement is given for costs in advance if requested

- 4. The disability requirements of participants are accommodated. All applicable sessions, breakouts, ancillary meetings, and other programme elements are open to patient delegates.**

All sessions and presentations are open to patients.

HCUKs conference staff are experienced in accommodating patient needs, such as reserved seating and dietary requirements

The Patient Experience Summit will be held The Studio Conference Centre, Birmingham. The Studio is a modern, wheelchair-accessible venue.

- 5. Access for virtual participants is facilitated, with free streaming video provided online wherever possible.**

Twitter hashtag #PatientExp will be actively promoted prior to, and during, the event so that everyone, whether able to attend the event or not, can join the conversation.

HCUK will obtain as many presentations and notes from speakers as possible, any missing from the handbooks will be available on the HCUK website after the conference.