

PATIENT EXPERIENCE CONFERENCE

Delivering Experience Improvements Through Patient Feedback

Wednesday 19th May 2010

2 - 5.20pm, The King's Fund, London

www.patientinvolvement.org

Participation numbers strictly limited to 110 so book early



Conference Lead: Dr Taher Mahmud MD MSc MRCP
Consultant Physician & Rheumatologist,
PEMBURY AND KENT & SUSSEX HOSPITALS

Held at The King's Fund

The King's Fund



The Experience Imperative

Patient experience is an increasingly important aspect of a successful service. With the introduction of an experience component in the financial returns a Trust earns on activity through CQUIN, it is also a bottom-line issue. With increasing competition, greater choice and easier transfer of patients between providers, all providers need to acknowledge the role that experience plays in influencing their reputation and ultimately the flow of patients that they rely on for funding. This conference is aimed at pushing forward the patient experience agenda in a practical manner.

This interactive workshop is the next in a series of events that commenced with the conference at the Royal Society of Medicine in October 2009.

Contributors so far include The King's Fund, DH, Acute Trusts, Primary Care Trusts and other healthcare organisations.

Intended Learning Outcomes

- Gain a fuller understanding of the role of experience in service funding
- Learn how to best approach assessing experience with a view to experience-based performance management
- Discover how to minimise collection costs whilst maximising information
- Understand how to use patient feedback to improve everyday performance
- Find out how you can combine service experience assessment with doctor-level patient feedback suitable for revalidation

The Programme

Introduction & Outcomes - 1400 – 1410

Compassion at the Point of Care – Ensuring that dignity, compassion & respect are at the heart of experience - 1410 – 1430

Dr Jocelyn Cornwell, Director & Ms Joanna Goodrich, Senior Researcher/Programme Manager, The Point of Care Programme, The King's Fund

- Understanding the contribution of dignity, compassion & respect to overall patient experience
- What are the core components making up compassion
- Tangible effects of compassionate care on healthcare outcome
- Encouraging compassion across the healthcare team
- Evolving a compassionate culture - Commencing the compassion journey from career outset

Patient Experience & the GMC – The role of the patient in the management of doctors - 1430 – 1450

Una Lane, Director of Revalidation, General Medical Council

- Patient involvement from the GMC viewpoint
- Role of patient feedback in revalidation of doctors
- How patients contribute to GMC work

Patient Experience & the SHA – experience as a yardstick for wider service performance - 1450 – 1510

Pauline Smith, Programme Manager, Patient Experience and Clinical Development, NHS South East Coast

- The 3 Quality Domains – Clinical Effectiveness, Experience & Safety
- Experience as a core driver of patient choice
- How experience will increasingly impact funding – patient choice, CQUIN & commissioning
- Experience as a quality indicator for a high performance service
- Future requirements in measuring experience

Question to first panel - 1510 – 1525

Afternoon Tea - 1525 – 1540

Patient Experience & the RCP – Involving patients & carers at the heart of healthcare delivery - 1540 – 1600

Suzie Hughes, Patient and Carer Network Chair, Royal College of Physicians

- Royal College of Physicians approach to patient, carer and public involvement
- The establishment of the RCP Patient and Carer Network (PCN)
- The role & purpose of the PCN
- Patient involvement & RCP – what's happening next?

Improving Experience - Designing a comprehensive approach to delivering experience - 1600 – 1620

Dr Sara Watkin, Consultant Neonatologist, University College London Hospitals, Medical Director & Head of Quality, Governance & Experience Centre of Excellence, Medicology Ltd

- What constitutes a comprehensive approach to experience management
- The importance of differentiating experience by pathway & provider - Inpatient, Outpatient, Day Case & General Practice
- Ensuring total team engagement in delivering the best experience
- Developing the requisite understanding of and consistency in patient experience
- Applying Improvement science to patient experience

Efficient, Practical & Cost-effective Experience Capture – Delivering impact in experience without over-engineering the process - 1620 – 1640

Mr Andrew Vincent, Head of Clinical Business Excellence Centre of Excellence & Managing Director, Medicology Ltd

- The goal of experience capture – what are you trying to achieve?
- Differentiating between understanding experience and true experience performance management
- Minimising collection cost & workload whilst maximising data returns
- Why re-invent the wheel? – capturing experience at an individual level to feed appraisal & multisource feedback
- Patient Perception - early experiences of a comprehensive, practical system

Experienced Improved - Lessons learned and improvements made following 5 years of experience assessment - 1640 – 1700

Dr Taher Mahmud, Consultant Physician & Rheumatologist, Pembury and Kent & Sussex Hospitals

- How we got started in experience measurement
- Overcoming early challenges and gaining acceptance across our whole team
- What we have been collecting and why it's important
- How we've used the data to improve everyday experience
- Service adjustments & evolution driven by the experience data

Question to second panel - 1700 - 1715

Final Questions & Close - 1715 - 1720

Practical Details & Booking Information

Conference Date: Wednesday 19th May 2010
Start time: 14:00
Finish time: 17:20
Venue: The King's Fund, London W1G 0AN
Conference Lead: Dr Taher Mahmud
Consultant Physician & Rheumatologist,
PEMBURY AND KENT & SUSSEX HOSPITALS
Attendance cost: **£55** +VAT
Lunch is not included

Target Audience:
Leaders from across the healthcare landscape, especially senior clinical and non-clinical leaders within SHAs, PCTs & Providers and Experience Leads/ Managers.

How to book

You may book online, by telephoning the customer service team on 01332 821260 or by email to customer.services@medicology.co.uk whichever is your preference. You can also complete the registration form on the next page and post or fax this back.

Full details and online booking go to: www.patientinvolvement.org

Venue Details & Directions

The King's Fund
11–13 Cavendish Square
London
W1G 0AN

Nearest underground station

Oxford Circus (Bakerloo, Central and Victoria lines)
Exit 4 (corner near H&M store)

Bus routes

3, 6, 7, 8, 10, 12, 13, 15, 23, 25, 55, 73, 88, 94, 98,
113, 137, 139, 159, 176, 189, 390, 453, C2

Cycling

There are several points in Cavendish Square where bicycles can be secured to a barrier.

Parking

Cavendish Square Car Park, Harley Street Car Park
(enter from Chandos Street).



Registration Form

Conference Details

Conference Name: Patient Experience Conference

Date: Wednesday 19th May 2010

Personal Details

Title: (please circle the correct one) Professor Dr Mr Mrs Miss Ms

First Name:

Surname (Family Name):

Job Title:

Clinical Speciality:

Any special diet and access requirements?

Location/Contact Details

Hospital / Clinic / Trust:

Home Address:

Main Telephone:

Mobile Number:

Email Address:
(Compulsory for all registrations)

Payment details

(please ensure you send the amount **including** VAT)

I wish to pay by: Cheque to 'Medicology Ltd' (please enclose with form) Credit / Debit Card (we will contact you) Invoice to Employer (please provide address & contact)

Medicology Ltd will issue an invoice & receipt for all payment methods so that you may reclaim your costs from your employer.
NB Invoices declined by an employer incur a further fee of £45 + VAT, so please ensure that your employer agrees.

Booking Signature

I understand that I am making a firm booking and that I am subject to the full terms and conditions as stated on the Medicology Ltd website

Signed

Date

Once completed please fax it back to: **01332 821262**, or post it to:

Registrations, Medicology Ltd, Oxford House, Stanier Way, Wyvern Business Park, Derby, DE21 6BF

Medicology are providing event management support and all bookings and enquires will be dealt through them.

To contact Dr Mahmud directly:

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