

South West Experience and Participation Conference

Wednesday, 28 November 2018

Taunton Rugby Club, Hyde Lane, Bathpool, Taunton, Somerset, TA2 8BU

Time	Agenda item	
09.30 – 10.00	Arrival and registration	
10.00 – 10.15	Welcome Deborah El-Sayed , Executive Director of Transformation, Bristol, North Somerset and South Gloucestershire CCG	
10.15 – 11.15	Always Events: Using co-production to improve the experience of care Helen Lee & Lorraine Wolfenden , Patient Experience team, NHS England	
11.15 – 11.30	Break and marketplace	
11.30 – 12.05	Workshop One Staff and patient experience – two sides of the same coin Kate Milton , Experience of Care Lead (Staff Experience & Whistleblowing, NHS England)	Workshop Two Integrated personalisation - a driver for social change Frances Tippett , SW Integrated Personalised Commissioning Programme Director, NHS England
12.05 – 12.50	From story to transformation: learning from 15 years of Patient Voices Dr Pip Hardy , Co-founder, Patient Voices Programme	
12.50 – 13.35	Lunch and marketplace	
13.35 – 14.05	The 10 year challenge: what integrated care, NHS alignment and the long term plan means for experiences of care Dr Neil Churchill OBE , Director for Participation and Experience, NHS England	
14.05 – 14.50	Action learning approach to patient experience and participation Paul Spencer & Angela Metcalf , Patient Experience, NHS England	
14.50 – 15.25	Workshop One An introduction to ‘10 steps to better engagement’ Gillian Driscoll , Training Manager (Experience, Participation & Equalities team), NHS England	Workshop Two E with the Q: How an equality & health inequalities lens can improve the quality of patient experience, insight and participation Michail Sanidas , Project Co-ordinator (Equality & Health Inequalities), NHS England
15.25 – 15.40	Break and marketplace	
15.40 – 16.10	Patient experience during CQC inspections Daniel Heggs , Inspection Manager (Devon, Cornwall & Isles of Scilly), Care Quality Commission South Region	
16.10 – 16.30	Snowstorm & closing remarks	