

**Patient Insight and Feedback Conference - Improving quality by learning from feedback**  
**17 March 2016, Queens Hotel, Leeds**

<b>From</b>	<b>Registration and networking</b>
<b>9.00am</b>	<i>Refreshments available on arrival</i>
<b>9.30am</b>	<b>Welcome and opening comments from Chair</b> <i>Anu Singh – Director of Patient and Public Participation and Insight</i>
<b>10.00am</b>	<b>Key Note</b> <b>Jocelyn Cornwell, Point of Care Foundation (Heads of Patient Experience Network)</b>  <b>Patient Panel</b> What does feedback mean for patients and their carers? What do patients and their carers feel that that the NHS should do with feedback? How can the NHS get better at listening to feedback?
<b>11.00am</b>	<b>Workshops (including refreshments and comfort break)</b>
<b>12.00pm</b>	<b>Awards</b>
<b>12.15pm</b>	<b>Plenary session</b> <i>Dan Wellings - Head of Insight &amp; Feedback, NHS England</i>
<b>12.45pm</b>	<b>Lunch, networking and exhibition</b>
<b>1.45pm</b>	<b>Plenary sessions</b> <i>Ben Page - IPSOS Mori</i> <i>Robert Franklin - Patient Insight Specialist, Dudley Clinical Commissioning Group</i>
<b>2.25pm</b>	<b>Workshops (including refreshments and comfort break)</b>
<b>3.25pm</b>	<b>Awards</b>
<b>3.40pm</b>	<b>Question and answer session - Facilitated by Neil Churchill, Director of Patient Experience, NHS England</b> <i>Anu Singh - Director of Patient and Public Participation and Insight</i> <i>Jocelyn Cornwell - Point of Care Foundation (Heads of Patient Experience Network)</i> <i>Dan Wellings- NHS England</i> <i>Ben Page - IPSOS Mori</i>
<b>4.10pm</b>	<b>Awards</b>
<b>4.20pm</b>	<b>Chairs closing comments</b>
<b>4.30pm</b>	<b>Conference close</b>

## Breakout sessions

Delegates can choose from the following:

### **Making better use of survey data** **Great Ballroom**

*Learn about how you can use findings from patient and staff surveys to help you improve local services – and we'll also tell you what we're doing to make this easier for you*

### **Harnessing the power of qualitative research** **Ark Royal**

*This workshop will bring together a panel of experts who will discuss the benefits of qualitative research and how it can be used effectively to support commissioning decisions and service improvements.*

### **Inclusive Insight: listening to and measuring the experiences of people with learning disabilities** **John Charles**

*This workshop will help you to identify how listening to people with learning disabilities can make a difference. We'll explore feedback methods for people with learning disabilities – what works, what doesn't? And we'll work towards identifying ways to capture, measure and evaluate the experience of people with learning disabilities accessing health services.*

### **Staff experience** **Charlotte**

*This workshop will provide you with a greater understanding of the importance of the NHS Staff Survey and Staff FFT; There will be examples and discussion around the different strengths of each and how they can, and are being used together, alongside other data sets, to enable organisations to really understand and use the feedback from staff working in the NHS.*

### **Insight and feedback from children and younger people** **Linton**

*Children and young people have a right to have their views heard in all matters affecting them and for those to be taken seriously. Join us for this workshop which will discuss why it is so important to capture the experiences of children and young people.*

### **Commissioning research** **Board room**

*Learn how to think about and develop research, so that you can learn more about people in your area and improve the services being offered to them. Simple, easy steps to help guide your thinking.*