

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