

Do we know what patients want? Understanding & using patient experiences

Tuesday 22 March 2011, 9.30am–5pm

Programme

9.30 – 9.40	Chair introduces the day	Jon Snow
9.40 – 10.00	Opening remarks	Andrew Dilnot
10.00 – 10.10	HEXI and Its Context	Ann McPherson
10.10 – 10.45	Patient Reported Outcome Measures	Ray Fitzpatrick
10.45 - 11.10	What matters to patients? Measuring and improving patient experience in the English NHS	Glenn Robert
11.10 – 11.40	Coffee	
11.40 – 12.05	Illness Narratives	Sue Ziebland
12.05 – 12.30	Patient Surveys and Near Real Time Feedback	Penny Woods
12.30 – 13.00	Panel with Discussants + Q&A	Nick Black and Jocelyn Cornwell
13.00 – 14.15	Lunch	
14.15 – 14.25	Chair	Phil Hammond
14.25 – 14.55	Plenary The Policy Context – Where we are and the future direction for patient experience	Paul Streets
15.00 – 15.40	Choice of Parallel sessions: Experience-led commissioning Georgina Craig/Joseph Calabrese Using Complaints to improve services Elaine Strachan-Hall Can Dinosaurs Learn to Dance? NHS organisations and the web Paul Hodgkin Experience-Based Co-Design: bringing patient and staff experience to service improvement Glenn Robert	
15.40 – 16.00	Tea	
16.00 – 16.30	Patient Experience in the Media	Phil Hammond
16.30 – 17.15	Concluding Plenary Panel Discussion	