



# THE FUTURE OF INVOLVEMENT

PUTTING PATIENTS AT THE HEART OF SERVICES

2nd July 2009 ■ Queen Elizabeth II Conference Centre ■ London

The NCI summer conference focuses on the future of involvement and will be a key forum for taking forward the involvement debate.

The conference will highlight key questions for policy-makers, practitioners, voluntary workers and others around involvement and its implementation within health and social care services.

This conference will provide a real opportunity to drive the involvement debate forward and to be a part of how involvement develops for the future.

If you are working in Patient and Public Involvement within the NHS, in the private provider sector, within the voluntary and community sector or elsewhere, then this conference is for you.

Book your place online or call +44 (0)871 230 6104

At the conference we are delighted to host the presentation of the Involvement Awards 2009 – to be awarded for innovation and imagination in involvement.

*See inside for details.*

THE  
**INVOLVEMENT  
Awards**  
2009

Register now at [www.nhscentreforinvolvement.nhs.uk/conference2009](http://www.nhscentreforinvolvement.nhs.uk/conference2009)

# Welcome

I am delighted to invite you to join us at the NHS Centre for Involvement Summer Conference 2009. This conference will bring together some of the leading experts on Patient and Public Involvement (PPI), and will be focused on advancing the debate on the future of involvement.

This is an exciting time for involvement and we are delighted to be joined by so many prominent figures representing different views on many aspects of patient and public empowerment and involvement. This conference will explore the current thinking on involvement – in both policy and practice - helping to shape the debate on the future of involvement and how this will influence patient and public service throughout the country.

This conference will provide an excellent forum for everyone working in the field of PPI – whether policy-maker or practitioner. I urge you to join us at this exciting and thought-provoking event and I look forward to meeting you there.

## Graham English

Executive Director  
NHS Centre for Involvement



## About the Conference

The conference will both highlight the work of the Centre and lead the debate on the future of Patient and Public Involvement in health and social care service design and delivery.

With a range of key speakers from health, social and voluntary sectors, the conference will explore the current thinking on the state of involvement and what we need to do to drive forward the inclusion of involvement at all levels throughout the NHS and other health and social care organisations. The programme contains a number of key opportunities for interactive engagement with the speakers and a full-scale debate session with a panel of conference speakers at the end of the afternoon.

With twin strands – for policy-makers and practitioners – linked by plenary sessions, the conference will provide a unique opportunity for everyone working with PPI to come together and share views, knowledge, experiences and ideas.

Each session will be structured to answer the key questions around involvement.

The programme enables each delegate group to maximise the benefits of their chosen topics with the focus on providing the appropriate format for sessions within both the policy or practitioner strands, with breakaway sessions for each group involving seminars for policy-makers and workshops and interactive presentations for practitioners

Our keynote speaker will be Joan Saddler, Director of Patient and Public Affairs at the Department of Health.

Included in the conference is the Involvement Awards 2009 presentation ceremony where the winners and runners-up in the two award categories will be announced. All delegates are invited to attend and help us to celebrate the innovative and imaginative projects currently being undertaken to improve Patient and Public Involvement. The presentation will be followed by a drinks reception – which is also an excellent opportunity for networking with colleagues from all over the country.

## Who should attend?

The NCI conference will be relevant to anyone with a professional or voluntary role in involvement and public health.

- Patient and Public Involvement (PPI) leads
- Senior Managers from:
  - Strategic Health Authorities
  - Acute Trusts
  - Mental Health Trusts
  - Other NHS organisations
  - Primary Care Trusts
  - Care Trusts
  - Ambulance Trusts
- Directors and Heads of PPI
- Local Involvement Network (LINK) members and Hosts
- Patient Advice and Liaison Service (PALS) Network members
- Members of Health Overview and Scrutiny Committees
- Patients' Associations
- Advocacy groups
- Condition-focused groups

## Why you should attend:

Delegates will have the opportunity to hear a range of speakers from key professionals, bodies and groups and explore how Involvement can be implemented. As a result of attending the conference delegates will:

- gain an insight into the current state of PPI and its future development
- gain a real understanding of the work of The NHS Centre for Involvement
- have an opportunity to network with colleagues from a wide range of NHS and social care settings
- reflect on the role of involvement and how it can best be implemented
- understand the challenges of involvement and how to best overcome obstacles
- identify best practice in involvement

Delegates will also have the opportunity to attend the Involvement Awards 2009 presentation and reception.

### DATA PROTECTION:

NCI collects personal data in accordance with the UK Data Protection Act 1998. By submitting your details you agree to allow NCI to contact you (by mail, email, telephone, SMS or fax) regarding other products and services. Your information may be made available to third parties on a list lease or list rental basis for the purpose of direct marketing. If at any time you no longer wish to (i) receive anything from NCI or (ii) to have your information made available to third parties, please write to the Data Protection Co-ordinator, NCI, 7 Vanguard Centre, University of Warwick, Coventry, CV4 7AL.

### TERMS & CANCELLATION CONDITIONS:

All bookings, however received, constitute a legally binding agreement between the NHS Centre for Involvement (NCI) ('the Organiser') and the delegate and are subject to the terms and conditions. NCI reserve the right to refuse a booking or admission to the event at its absolute discretion.

Cancellations and substitutions must be made in writing and will be acknowledged in writing. Cancellations up to and including 5th June 2009 will incur a £75 administration fee. Cancellations made after this date will be charged the full invoice amount. Delegate substitutions and name changes may be made at any time, but must be made in writing and will be acknowledged in writing. Two delegates may not 'share' a place at the event.

Payment of all fees and charges must be received in full before the event. If payment has not been received prior to the event, delegates will be asked to guarantee payment by credit/debit card on the day.

Individual travel and accommodation requirements are the responsibility of the delegate. NCI cannot accept any responsibility for over-runs or any liability for transport disruption or individual delays.

It may be necessary for reasons beyond the control of the organiser to alter the content, timings or venue. In the event of a terrorist alert or incident beyond NCI's control, that prevents the running of the event, including but not limited to force majeure, disruption, strikes, civil unrest or other causes, NCI reserves the right to retain up to 50% of the fee as a contribution to delegate registration, all venue and central administration costs.

Register now • tel +44 (0)871 230 6104 • fax +44 (0)871 230 6105

# SPEAKERS THIS YEAR INCLUDE...



## **Joan Saddler – Director of Patient and Public Affairs, Department of Health**

Joan Saddler was formerly Chair of Waltham Forest PCT, where she led the development of a successful Patient and Public Involvement strategy, recognised nationally for its innovation. She was also a founder member and joint Chair of the first National BME Forum for clinicians and leaders, and has played a key role as national advisor on issues of NHS leadership, equality and community engagement.

## **Angela Coulter – Independent Consultant, Former Chief Executive of The Picker Institute**

Angela Coulter is an independent healthcare analyst and consultant. From January 2000 to December 2008 she was chief executive of Picker Institute Europe, a UK-based charity working to promote understanding of the patient's perspective at all levels of healthcare policy and practice. A social scientist by training, Angela Coulter has a doctorate in health services research from the University of London and has published widely on health policy topics.

## **Paul Hodgkin – founder and chief executive of Patient Opinion**

Paul is a Sheffield GP and has worked for the Department of Health, South Yorkshire Strategic Health Authority and several Primary Care Trusts (PCTs).

## **Celia Davies – Visiting Professor, LSE Health**

Celia Davies has a wealth of experience and her appointment as visiting professor at LSE Health coincided with her taking a post as National Director of the Research for Patient Benefit Programme in the newly-established National Institute for Health Research.

## **Dr Henry Tam**

Henry Tam has over twenty years' experience in the development of communities. He currently leads the UK Government's work on Civil Renewal and Community Empowerment.



## THE INVOLVEMENT AWARDS 2009

**The NHS Centre for Involvement (NCI) is rewarding innovation and imagination in Patient and Public Involvement through a national awards scheme. The Involvement Awards 2009 are a celebration of the extensive work being undertaken by NHS, voluntary sector and social care organisations in their engagement and involvement of the public and patients in health and social care services.**



The Involvement Awards 2009 will reward and celebrate projects which have used an imaginative and groundbreaking approach to Patient and Public Involvement. The awards will be presented in two categories – “Commissioner” and “Provider”. The winner in each category will receive a £5,000 prize fund to be used to promote their work.

Conference delegates will be able to view the shortlisted projects and are then invited to join the winners and shortlisted candidates at a reception to celebrate their success after the conference.

Register now at [www.nhscentreforinvolvement.nhs.uk/conference2009](http://www.nhscentreforinvolvement.nhs.uk/conference2009)



## Thursday 2nd July 2009

09.00 Registration and coffee

10.00 Welcome and opening remarks

Mandy Wearne – Director of Provider and Market Development for the North West Strategic Health Authority, Chair of NCI Board

10.15 Keynote address

Putting patients at the heart of services – the future of involvement

Joan Saddler – Director of Patient and Public Affairs, Department of Health

10.45 The NCI – what have we been doing?

A look back at some of the work done by NCI over the past three years focusing on the learning points, outcomes and experiences gained.

Graham English – Executive Director, NCI

11.05 What people really think about involvement

NCI recently undertook polling among the public to find out what they think about Patient and Public Involvement, and what they want to get out of being involved. DHA Communications presents an interpretation of the results.

Daniel Harris – Managing Director, DHA Communications

11.20

BREAK AND REFRESHMENTS

### Policy-makers' stream

11.45 Measuring involvement – how do we know we are getting it right?

What are the metrics that we need and how do we go about it?

Angela Coulter – Independent Consultant, previously of the Picker Institute, Europe

12.15 Commissioning or involvement – which come first in the delivery of system reform?

Two views on what are the important drivers in system reform.

Prof. Celia Davies – Visiting Professor, LSE Health

Dr Martin Samuels – Priority Programme Head, Commissioning for Health Improvement, NHS Institute

### Practitioners' stream

11.45 Case studies – PPI in action

Introduced by Dr Jayne Taylor – Director of Organisational Development and Learning, NCI

11.50 Carl Edmonds – London Borough of Tower Hamlets

12.00 Chris Long – Chief Executive, NHS Hull

12.10 Summing up  
Dr Jayne Taylor

#### Two seminars (both run together)

12.15 Development and learning – a working guide  
This session focuses on the key learning points from the series of Organisational Development projects undertaken by the NCI team in Trusts across the country.  
Dr Jayne Taylor – Director of Organisational Development and Learning, NCI

Evidence for practice – research outcomes  
Focusing on the research undertaken by the NCI team and the emerging evidence base.  
Dr Sophie Staniszewska – Director of Evidence for Practice, NHS Centre for Involvement

13.00

LUNCH

14.00 IT and involvement – benefit or distraction?

Is the use of communications technology in involvement a real benefit to patients, commissioners and service providers, or just a distraction?

Paul Hodgkin – Chief Executive, Patient Opinion

14.30 The NCI Annual Survey on PPI – what are the structural boundaries to successful implementation of involvement?

The NCI Annual Survey series provides data on the state of PPI across the country and is producing an evidence base identifying the real barriers that exist.

Dr Sophie Staniszewska – Director of Evidence for Practice, NHS Centre for Involvement

14.00 The Future of Involvement – what do we have to do to embed involvement in health and social care?

The practical realities of embedding Involvement. How does this affect the actions of clinicians, commissioners and service managers? What do we know about what works in practice?

Angela Coulter – Independent Consultant, formerly of The Picker Institute  
Henry Tam – Head of Civil Renewal Unit, Department of Communities and Local Government

15.00

BREAK AND REFRESHMENTS

15.30 The Future of Involvement Debate

Put your questions to our panelists about how involvement should develop, how it can be achieved, what the problems are and why we don't 'just do it'. The session will be interactive and will include opportunities for you to put your views forward in this discussion.

Panel:

Angela Coulter – Independent Consultant, formerly of The Picker Institute

Graham English – Executive Director, NCI

Paul Hodgkin – Executive Director, Patient Opinion

Henry Tam – Department of Communities and Local Government

Jayne Taylor – Director of Organisational Development and Learning, NCI

16.50 The Involvement Awards 2009

The judges will introduce the winning projects and present the Awards in the two categories – Commissioner and Provider.

17.20 Summary and close

Mandy Wearne – Director of Provider and Market Development for the North West Strategic Health Authority, Chair of NCI Board

17.30 – 18.30

DRINKS RECEPTION AND NETWORKING EVENT

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## 3 ways to register

1.  Register online at [www.nhscentreforinvolvement.nhs.uk/conference2009](http://www.nhscentreforinvolvement.nhs.uk/conference2009)
2.  Complete this form and fax it to **+44 (0)871 230 6105**
3.  Complete this form and post it to  
**The Future of Involvement, PO Box 15109, Solihull, West Midlands B90 9FH**  
Event and enquiry hotline **+44 (0)871 230 6104**

### 1 Contact details

Please complete all sections

Title	First name	Family name
Job title	Organisation	
Address	Town/City	
County	Postcode	Country
Email	Mobile	
Telephone	Fax	

By providing your mobile number and/or email address you consent to being contacted via your mobile/email for direct marketing purposes by NCI who may from time to time send relevant updates about other relevant events and products/services. If you do not wish for your details to be passed to third party or selected suppliers please tick here

#### Special requirements

The QEII Conference Centre is a fully accessible venue. If you require special assistance please email [nciconference09@profileevents.com](mailto:nciconference09@profileevents.com)

#### Dietary requirements

Vegetarian  Vegan  Gluten free  Allergy (please state) .....  Other (please state) .....

For further advice, email [nciconference09@profileevents.com](mailto:nciconference09@profileevents.com) or call our hotline **+44 (0)871 230 6104**.

### 2 Select stream

- Policy-makers' stream  Practitioners' stream

### 3 Select rate

Delegate fees include lunch, refreshments and all available conference documentation (proceedings)

Standard rate – for all NHS organisations, government departments, public and private sector organisations.	<input type="checkbox"/> £170.00 + VAT (£195.50)
Reduced rate – for registered charities (please state charity registration number: .....	<input type="checkbox"/> £95.00 + VAT (£109.25)
Special discounted rate – for voluntary and community sector bodies and organisations with a turnover of less than £250,000. Please confirm that your organisation turnover is less than £250,000 <input type="checkbox"/>	<input type="checkbox"/> £50.00 + VAT (£57.50)
Evening reception – the evening reception is open to all delegates as part of their attendance at the conference. To help us plan our numbers, please indicate if you intend to attend.	<input type="checkbox"/>
TOTAL BOOKING (Please include VAT)	£

### 4 Payment information

All prices are subject to 15% Value Added Tax (VAT)

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Purchase order number (if required) .....

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