

AGENDA ITEM No. ~~8(c)~~Conference Report

Committee: Social Work

Subject: The Patients Agenda : A Guide To Good Practice

Conference Organiser: Neil Stewart Associates

Venue: London

Conference Fee: £230.00 (£40.25 VAT)

Date (s): 25 February 1997

Recommendation: Not suitable for members to attend.

"The **Patients'** Agenda"

A guide to
good practice

Tuesday, 25 February 1997
Mount Royal Hotel, London

Dear Colleague

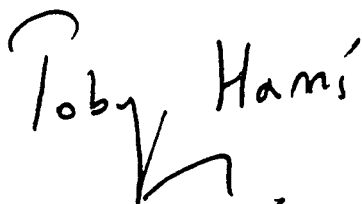
I am writing to invite you to register for the above event to be held at the Mount Royal Hotel, London on Tuesday, 25 February.

The conference will discuss the document, *The Patients' Agenda* which has been drawn up by the ACHCEW, in conjunction with patients' organisations, to highlight a series of rights not included in the current NHS Patients Charter. The aim of the conference is to bring forward examples of best practice currently in operation - many of which are the foundations for the recommendations made in the document - and to examine how those examples may be translated into additional rights for patients.

Speakers at the conference include Rt Hon Stephen Dorrell MP, Secretary of State for Health; Chris Smith MP; Shadow Secretary of State for Health and Denise Platt, Head of Social Services, The Local Government Association.

You will find enclosed an agenda and booking form. If you require any additional information please do not hesitate to contact the conference organisers, Neil Stewart Associates, on 0171-222-1280.

Yours sincerely



Toby Harris
Director, ACHCEW

Conference Producers

Neil Stewart Associates

11 Dartmouth Street | tel 0171-222 1280 |
London SW1H 9BL | fax 0171-222 1278 |

Supported by:



ASSOCIATION OF
COMMUNITY HEALTH COUNCILS
FOR ENGLAND & WALES

"The Patients' Agenda"

A guide to **good practice**

Tuesday, 25 February 1997
Mount Royal Hotel, London

A one day national conference for Health Service Managers, Community Health Councils, Voluntary Organisations and Local Authorities to examine examples of best practice in local health provision which may be used to expand upon the rights currently included in the NHS Patients Charter.

Speakers include:

Rt Hon Stephen Dorrell MP
Secretary of State for Health

Chris Smith MP
Shadow Secretary of State for Health

Toby Harris
Director, Association of Community
Health Councils for England and Wales

Denise Platt
Head of Social Services, The Local
Government Association



ASSOCIATION OF
COMMUNITY HEALTH COUNCILS
FOR ENGLAND & WALES

Agenda

Subject to change

09.30 Welcome and Introduction

09.45 Setting the Scene

Toby Harris, Director, ACHCEW

10.05 Labour and the Patients Agenda

Chris Smith MP, Shadow Secretary of
State for Health

10.25 The Challenge for Management

Senior NHS Management
Speaker to be confirmed

10.45 Questions and Discussion

11.00 Coffee

11.30 Workshops: Best Practice in Practice

A series of seminars highlighting key areas of
service improvement which have been developed
in the health service.

Advocacy Services

Chris Dabbs, Chief Officer, Salford Community
Health Council

Confidentiality & Records

Fleur Fisher, BMA Foundation for Aids
(and former Head of BMA's Ethics, Science
and Information Division)

Terminal Illness

Jean Gaffin, Executive Director, National Council
for Hospice and Specialist Palliative Care Services

A&E Admissions and Rapid Assessment

Howard Baderman, Consultant in Accident &
Emergency Medicine, UCL Hospitals

Communication in Maternity Services

Meg Goodman, Health Policy Officer,
Maternity Alliance

Muti Jain Campion, Project Consultant,
Maternity Alliance

Conference Producers: **Neil Stewart Associates**

11 Dartmouth Street London SW1H 9BL

tel 0171-222 1280 fax 0171-222 1278

**Towards Developing Appropriate & Accessible
Services for Black & Minority Ethnic Groups:
Language Culture & Religion**

Kamini Gadhok, Locality Manager, Nottingham
Community Health NHS Trust

13.00 Lunch

14.00 Workshops: Best Practice in Practice

Patient Advocacy

Wilma MacPherson, Director of Quality & Nursing,
Guy's & St Thomas' Hospital Trust

Advocacy in Mental Health

Jane Jauncey, Advocacy Worker, Mind
(Brighton & Hove)

**A Charter for Diversity - Making Services
Culturally Competent for Black and Minority
Ethnic Communities**

Jeff Chandra, Chief Executive, JOSAM Associates

Advocacy for Children

Dr Jonathan Evans, Consultant Paediatric
Nephrologist

Care for Older People

Tessa Harding, Help the Aged
Zelda Curtis, Association of Greater London
Older Women

Complaints Systems: Best Practice

Graham Girvan, Chief Officer, Darlington & Teesdale
Community Health Council

15.30 Tea

15.50 Setting Standards in Local Authority Services

Denise Platt, Head of Social Services, The Local
Government Association

16.10 Developing the Patients Charter

Rt Hon Stephen Dorrell MP, Secretary of State
for Health

16.30 Close

The Patients' Agenda: 25 February 1997

Name _____
 Title (Mr/Mrs/Ms/Dr/Prof) _____
 Position _____
 Organisation _____
 Address _____

 Postcode _____
 Tel No _____ Fax No _____

I have read and agree to the terms and conditions below:

Signature _____

HOW TO REGISTER

Complete the delegate information section above and either:

- 1 **Fax** a copy of this form to **0171-222-1278** ; or
 - 2 **Post** the completed form to:
 Neil Stewart Associates, 11 Dartmouth Street, London SW1H 9BL
- Please photocopy this booking form for additional delegates.

CONFERENCE FEES

Full Rate £230.00 + VAT (£40.25) **Total £270.25**

Commercial Organisations and Government Organisations

Reduced Rate £185.00 + VAT (£32.38) **Total £217.38**

Health Service Trusts, Health Authorities, Local Authorities

Supported Rates

Trade Unions, Academics, £120.00 + VAT (£21.00) **Total £141.00**

Charities and Voluntary Organisations

CHC Representatives £95.00 + VAT (£16.63) **Total £111.63**

Fees include all day access to the event, conference papers, lunch and refreshments.

Fees do not include travel costs or accommodation.

Exhibition Stands 2x3m stand space -
 £500.00 + VAT (£87.50) **Total £587.50**

Insert in delegate pack 1x A4 insert only -
 £400.00 + VAT (£70.00) **Total £470.00**

HOW TO PAY (please tick relevant box below)

Invoice Please send an invoice to: _____

Purchase order number (if relevant): _____

Cheque I enclose a cheque for £ _____
 payable to **Stewart Productions Ltd**

Credit Card We can accept the following credit cards:



Please debit £ _____ from my Mastercard/Visa/Eurocard/Delta

Card No.

Expiry Date of Card Name (as on Card) _____

Cardholders Address _____

Postcode _____

Signature _____

Terms & Conditions

This booking form constitutes a legally binding agreement. Cancellations confirmed in writing by **Tuesday 11 February 1997** will be refunded, minus an administration charge of £50.00 + VAT. We regret that no refund can be made after that date, for whatever reason although substitutions will be accepted if notified in writing. **Bookings made after Tuesday 11 February 1997 are non-refundable.** Conference details will be issued **subject to receipt of payment.** If you have not received details within 7 days of the conference, please contact the conference office. We cannot be held responsible for the non-arrival of information.

Purpose of the Conference

The Association of Community Health Councils for England and Wales, in conjunction with patients' organisations, has developed a document "The Patients' Agenda" which sets out a series of rights not included in the current NHS Patient's Charter. This conference will set out what those rights are and will highlight those areas where patients find their present rights are poor or non-existent and where their reasonable expectations are not met. The aim of the conference is to bring forward examples of best practice currently in operation - many of which are the foundations for the recommendations made in the document - and to examine how those examples may be translated into additional rights for patients.

The conference will:

- review the Patients Charter and highlight areas in which improvements could be made
- consider how to make these improvements work within trusts and in the local community
- highlight examples of best practice which have been developed within the NHS and which can be applied now within existing financial budgets and legislation
- highlight areas where legislation is required to make these rights a reality and indicate the areas of trust and health authority policy making which will be affected by these changes
- examine how working together between local authorities and health trusts can improve services and information to patients
- hear from the political parties what stand they are planning to take in the coming election and what sorts of changes to the Patients Charter they would support
- examine the handling and quality of care in matters of life and death
- examine confidentiality and control over personal information

The conference will be a one day working conference for managers and policy makers in the health service and local government social services.

Who Should **Attend**

- **Community Health Councils**
- **Hospital Trust Service Managers**
- **Hospital Trust Chief Executives**
- **Hospital Trust Clinical Directors**
- **Hospital Directors of Nursing**
- **Health Authority Members**
- **Local Authority Social
Services Managers**
- **Local Authority Social
Services Councillors**
- **Voluntary Organisations**
- **Medical Charities**
- **Civil Servants**
- **Academics**
- **NHS Organisations**
- **Trade Unions**