

‘Making healthcare more human’

Wednesday, 28 March 2018

The Wellcome Collection, 183 Euston Rd, London, NW1 2BE

Registration and coffee (08:45 – 09:30)

09.30 – 09.40 **Welcome and opening remarks** – morning Chair
Jocelyn Cornwell, Chief Executive, The Point of Care Foundation

SESSION ONE – WHAT DOES HUMAN CARE MEAN TO PATIENTS?

09.40 – 10.10 **Discussion panel with patients**
Facilitated by **Ceinwen Giles**, Director of Shine Cancer Support and patient advocate, this session is based on interviews on the theme of ‘what does more human healthcare mean to you?’ Participants include:
Beatrice Liddell, Practice Champion Manager, Imperial College Healthcare NHS Trust
Jean Straus, Fellow, North West London Collaboration for Leadership in Applied Health Research and Care
Tessa Richards, Senior Editor and patient partnership lead, British Medical Journal

10.10 – 11.00 **Forum Theatre by Performing Medicine**
Forum Theatre is a dramatic form in which actors and audience work together to shape the drama. Performing Medicine will take the previous theme of what human care means to patients and work with the audience based on participants’ responses.

Coffee break (11.00 – 11.30)

SESSION TWO – STRENGTHENING THE RELATIONSHIP BETWEEN PATIENTS AND STAFF

11.30 – 12.15 **In conversation with...**
A facilitated discussion between people who use services and those who work in them at Sussex MSK Partnership (Central)
David Gilbert, Patient Director
Chloe Stewart, Health Psychologist and Self-Management Lead
Lesley Preece, Patient Partner

12.15 – 12.30 Summary of morning session, questions and closing remarks

Lunch break (12.30 – 13.30)

SESSION THREE – CREATING ENABLING CONDITIONS FOR STAFF

- 13.30 – 13.35 **Welcome and introduction** – afternoon Chair
Peter Homa, Chair, NHS Leadership Academy
- 13.35 – 13.45 **Humanity in the Machine?**
Dr Jeeves Wijesuriya, Junior Doctors Committee Chair, British Medical Council
- 13.45 – 14.20 **“When I’m at my best”**
We will hear from a range of healthcare staff about what conditions enable them to thrive, with reflections on their interviews from a panel of experts:
Ben Morrin, Director of Workforce at UCLH
Amy Stabler, Senior lecturer of OD at Northumbria University
Tracy Boylin, Former NHS HR Director
Heather Caudle, Director of Nursing for Improvement, NHS England
Mary Agnew, Assistant Director for Standards, Ethics and Education Policy, General Medical Council
- 14.25 – 15.10 **Workshops:**
Delegates will work together to develop two priorities in order for staff to be:
a) engaged at work
b) caring

Coffee break (15.10 – 15.30)

SESSION FOUR – BUILDING SUPPORTIVE TEAMS

- 15.30 – 15.45 Feedback from workshops to plenary
- 15.45 – 16.20 **Keynote address: Enabling and supporting staff to care well**
Professor Jill Maben, School of Health Sciences, University of Surrey
What do we know about the experience of healthcare staff at work and what employers can do to ensure staff feel able to be at their best for patients?

To be followed by a Q&A session
- 16.20 – 16.30 Closing remarks

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