



Managing Long Term Conditions: From consultations to action plans – who needs to be involved in the development of policies and practices?

Wednesday 31 March 2010, Barceló Carlton Hotel, Edinburgh

CONFERENCE PROGRAMME

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| 09:00-10:00 | Registration and Arrival Refreshments |
| 10:00-10:15 | Chair's Welcome Address
<i>Susan Douglas-Scott, Chief Executive, Long Term Conditions Alliance Scotland</i> |
| 10:15-10:35 | Keynote Address
<i>Jane-Claire Judson, National Director, Diabetes UK Scotland</i> |
| 10:35-10:50 | Question and Answer Session |
| 10:50-11:10 | Refreshments |
| Session 1: | Recognising the importance of engaging with the public, carers and communities |
| 11:10-11:30 | Patient Focus and Public Involvement: Improving services through the sharing of good practice
<i>Rosemary Hill, Development Manager, Scottish Health Council</i> |
| 11:30-11:50 | Case study of good practice
<i>Fiona Borrowman, Health Improvement Programme Manager, (Dementia, Mental Health & Older People) NHS Health Scotland</i> |
| 11:50-12:00 | Question and Answer Session |
| 12:00-12:20 | The importance of evaluating your services
<i>Speaker to be confirmed</i> |
| 12:20-12:45 | Panel and audience discussion
How can service providers ensure patients are included in the design, delivery and evaluation of policy and practice? |

12:45-14:00 **Lunch**

Session 2: **Sharing good practice**

14:00-14:20 **The good practice suite**

Exhibition containing examples of how patient and public consultation has contributed to the design, delivery and evaluation of local health policies and practices.

14:20-14:30 **The Thinking Health Award for innovative patient engagement**

Delegates will be invited to vote on each shortlisted entry and the winner will receive the Thinking Health award for innovative patient engagement.

14:30-14:35 **Chair's Welcome Back**

Session 3: **Developing a mutual understanding**

14:35-15:15 **Group discussion session: a mock evaluation exercise**

Delegates will be split into groups to 'role-play' an evaluation exercise. Led by one of our plenary session speakers, each group will explore the role and responsibilities of a range of stakeholders within an evaluation process – How can they best engage with the other actors? How can they ensure their views and/or concerns are listened to? How could their approach to consultations be improved?

Delegates are encouraged to submit any issues or ideas they would like to see covered in this session by emailing mbellamy@mackayhannah.com

15:15-15:45 **Panel discussion on group feedback**

15:45 **Chair's Closing Remarks**