

# Patient Powered Safety



Bangor 21<sup>st</sup> of May 2021

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**Patient Powered Safety**

## Invitation to the 3<sup>rd</sup> symposium on patient safety in Bangor

There has never been a time when opportunities have been greater to transform healthcare than today, but the complexity of diseases and treatments is increasing the challenges to the safety of care in hospital.

We are inviting you to a one-day gathering with passionate contributors from patient safety experts and those with lived experience.

We will explore challenges to delivery of safe care around key topics: How can clinicians and NHS organisations learn from patients about errors? What are the examples of patients managing complex health risk already? How could this work in hospitals? And what are the risks and benefits of patients taking charge of their own care and the NHS?

Lectures, discussions & a poster-competition for those willing to share ideas for safer or experiences of better care.

Topics:	Patient safety, Coproduction & Healthcare Technology
When:	21st of May 2021
Where:	Virtual on Zoom
Who:	Healthcare professionals Health service researchers Service users Trainees & Students Technology specialists Healthcare managers
Info:	<a href="mailto:c.subbe@bangor.ac.uk">c.subbe@bangor.ac.uk</a>
Tickets:	Eventbrite.com <a href="http://bit.ly/PaPoSa21">http://bit.ly/PaPoSa21</a>
CPD:	6 points (applied for)
Prices:	From £0.99 to £79.99

In partnership with



# Patient **Powered** Safety 2021

## Program outline

08:30 Log-in

09:00 **Safety of healthcare: Is 2021 the year when patients take over?**

The COVID-19 pandemic has challenged most perceptions about what patients should or can do. Clinician and Health Service Researcher **Chris Subbe (UK)** will summarize the questions that COVID-19 have raised for patients' safety. Doctor and Journalist **Saleyha Ahsan (UK)** will share her experience on how difficult it is to support a relative, even if you are healthcare professional with all the inside knowledge that goes with this.

09:30 **Patients (and families) raising the alarm!**

When things go wrong in hospital it is often patients and those close to them who notice that something is not right, but all too often they are not heard. In this session we will hear from **Tracy Bucknall (AUS)** who explored a large number of ways to engage patients in their own safety from medication reviews to electronic records to handovers. **Rett Quinney (AUS)** will talk about 'Ryan's Rule': a missed deterioration of a child that resulted in legislation for Queensland that mandates hospital helplines for patients. This is comparable to what **Lisa Booth's (UK)** team does in Ipswich: she allows patients to 'Call4Concern' and activate a Critical Care based outreach team. **Aidin McKinney (IRL)** will share her insights about what makes it easier or more difficult for patients to call about those concerns. And **Abigail Albutt (UK)** has identified simple questions of the 'Patient Wellness Score' as a way to give patients a way to express deterioration.

11:00 Coffee break

11:30 **Checking it-out**

Checklists are used in many parts of healthcare (and other industries where safety matters), for example at the beginning of surgical operations. **Kirstin Harris (Norway)** and **Stephanie Russ (UK)** have developed checklists that give patients assurances that everything is done as planned and give them an active role in the safety of their operation and their road to recovery. **Kate Absolom (UK)** and **Chris Subbe (UK)** have created digital checklists for patients who receive powerful treatments for cancer and will compare notes on the potential for impact.

12:30 **Keynote:** The Voice of Patients (tbc)

13:00 Lunch (virtual)

13:30 **Advocacy for safety in hospital: who's job is it?**

For this panel we will bring together different experiences on how patients who are unwell can be best supported. Health service researcher **Alison Fox-Robichaud (Canada)** will be joined by patient representative **Alison Philips (UK)**, Call-4-Concern expert **Mandy Odell (UK)**, GP and sepsis advocate **Alison Tavaré (UK)**, and a legal expert to explore existing models and future care concepts.

14:30 Coffee break

15:00 **Personal Health Records after COVID-19**

Access of patients to their own records and sharing of information should constitute an important strategy for more patient-centred and safer care. **Catherine DesRoches (OpenNote, USA)** will share her experience of opening outpatient records to millions of patients in the US, **Michelle Kelly (USA)** is a paediatrician: The parents of her patients already have access to medical notes. She has also checked the market for personal health records and identified where further developments are needed. **Maria Hägglund (Sweden)** publishes regularly in the BMJ. Her home country has given online access of clinical notes to all patients. Does this change matters? And **Sarah Wright (PKB, UK)** will show how Personal Health Records can be used to support care of patients in the NHS. Could patients in the Emergency Department not just read but also write parts of their own records? **Johanna Frey Renggli (Switzerland)** will demonstrate how this might work.

16:30 **Powering patient safety – Where next ?**

**Chris Subbe & Saleyha Ahsan** will summarise the key learning points from the day from the point of view of patients, relatives, healthcare professionals, researchers and policy makers.

17:00 Close