A good death in hospital: compassionate care for all

Monday 10 February 2014
Holiday Inn Bloomsbury, Coram Street, London WC1N 1HT
Why this conference?

- 500,000 people die every year in the UK, and just under half die in hospital
- The quality of end of life care received in hospital is inconsistent across the country, with patients and carers reporting excellent care in some hospitals, and poor care in others
- The national VOICES surveys of bereaved carers carried out in 2011 and 2012 show least satisfaction with end of life care in hospitals compared to other care settings
- Recent reports have highlighted serious concerns about the care delivered in some hospitals to vulnerable patients and those approaching the end of life, and have stressed the importance of involving and listening to patients and carers at every stage, including service design, delivery and evaluation
- Over the past two years, 68 acute hospital trusts have signed up to the Transform programme (Transforming End of Life Care in Acute Hospitals) initiated by the former National End of Life Care Programme, and continued by the NHS Improving Quality Delivery Team, which aims to improve the quality of care in hospital for people approaching the end of life
- There are many other initiatives to improve end of life care in hospital taking place in acute hospital trusts throughout the country

This conference will...

- Encourage, support and empower you by focusing on positive initiatives to improve end of life care in acute hospitals
- Show how acute hospital trusts are taking up the challenge of responding to recent reports such as the Francis Report, Keogh Report and the Independent Review of the Liverpool Care Pathway
- Celebrate good practice and showcase innovative ideas to improve end of life care in acute hospitals
- Share insights into people’s personal experiences as patients and carers, and what makes a real difference
- Demonstrate how involving and supporting carers can help to improve end of life care for patients
- Explore ways to support staff so that they feel confident that they can offer the best end of life care
- Give you the chance to reflect, network and plan next steps

Who should attend?

- People with personal experience of end of life care
- Commissioners, decision-makers and service providers: Strategic Clinical Networks, Clinical Commissioning Groups, Health & Wellbeing Boards, Public Health, Chief Executives, Directors of Services and managers from all settings
- Local authority, social care and housing providers
- Health and social care policy makers
- Anybody working in palliative and end of life care: hospices, care homes, hospitals, GPs, community and district nurses
- Academics from palliative care, medical ethics, law and beyond
8.45  Registration, refreshments and exhibition

9.30  Chair’s welcome
Jeremy Taylor, Chief Executive, National Voices

9.35  Spotlight on personal experience (an individual briefly tells their story)
Kate Cotton, Specialist Project Leader, Marie Curie Cancer Care

9.40  Rising to the challenge: Creating a healing and compassionate environment in hospitals
Sarah Waller CBE, Programme Director, Enhancing the Healing Environment, The King’s Fund

9.55  Transforming end of life care in acute hospitals
Anita Hayes, Programme Director End of Life Care, NHS Improving Quality –Delivery Team

10.10  Panel discussion with questions from the floor: Where do we go from here?
Chair: Jeremy Taylor, Sarah Waller CBE, Anita Hayes & Kate Cotton

10.30  Refreshments and exhibition

Creating a culture of compassionate care (interactive session)

10.50  Spotlight on personal experience
Ann Macfarlane OBE, Disability Equality and Independent Living Consultant

10.55  Sanjay Chadha, Founder, Asian Multiple Sclerosis Support Group & Member, NCPC People in Partnership Group

11.00  Being a compassionate hospital
Dawn Chaplin, Head Nurse Patient Experience/Clinical Dean for Nursing, Heart of England NHS Foundation Trust

11.10  Rebecca Blackwell, PhD Student, Florence Nightingale School of Nursing & Midwifery, King’s College London

11.20  Being a compassionate employer
Francesca Thompson, Chief Operating Officer, The Royal United Hospital Bath NHS Trust

11.30  Panel discussion - creating a culture of compassionate care
Ann Macfarlane OBE, Sanjay Chadha, Dawn Chaplin, Becky Blackwell & Francesca Thompson

12.00  Keynote speech including Q & A - The challenge for acute hospitals
Dr Martin McShane, Director – Domain 2- Improving the quality of life for people with Long Term Conditions, NHS England

12.30  Lunch and exhibition

1.20  Chair’s welcome to afternoon & spotlight on personal experience
Tony Bonser, NCPC Trustee and Chair, NCPC’s People in Partnership Steering Group

1.30  Involving and supporting carers (interactive session)
Lucy Whitman, Community Engagement Officer, Healthwatch Enfield

2.10  Julie Williams, Carers Assessment & Support Worker, Kettering General Hospital &
Chris Harvey, Carers Assessment & Support Worker, Kettering & Northampton General Hospital

2.30  Refreshments and exhibition

2.50  Compassionate communication (interactive session)
Compassionate care in the face of strong emotions: an interactive session using forum theatre
Elaine Bramhall, Director, Effective Communication Matters & Consultant
Actors: Adam Diggle and Yvonne Delahaye provided by Medical Role Players UK Ltd

3.50  Panel discussion with questions from the floor: Hopes for the future
Kate Cotton, Ann MacFarlane, Sanjay Chadha & Lord Philip Hunt, Chairman, Heart of England NHS Foundation Trust

4.15  Caring for Carers: launch of new NCPC publications
Lord Philip Hunt, Chairman, Heart of England NHS Foundation Trust

4.25  Chair’s closing remarks

4.30  Close
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**Delegate rates**

£150 - NCPC Subscribers / £300 - Non-subscribers

CPD Accreditation pending

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NCPC subscriber number

Name

Position

Organisation

Address

Postcode

Telephone

Email

Special Requirements

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I enclose a cheque for £__ (payable to NCPC)

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Maestro [] Visa [] Mastercard []

Card number _______ _______ _______ _______ _______ _______ _______

Start date __/___ Expiry date __/___ Issue # ___

Card security code _______ _______

Signature _____________________________________________

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**Please return your completed booking form to:**

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**Confirming your place**

Completion of this registration form constitutes a legally binding agreement. On receipt of your booking form confirmation will be sent via email. NCPC cannot be held responsible for the non-arrival of registration information, so if you have not received confirmation and/or registration information one week prior to the event, it is your responsibility to call us on 020 7697 1520.

**Cancellations and changes to bookings**

Cancellations confirmed in writing 14 days before the conference will be refunded in full. We regret that no refund can be made after that date, for whatever reason, although substitutions will be accepted if notified at least 24 hours before the conference. NCPC reserves the right to alter the programme without notice.

**Payment**

All payment must be received by the date of the conference. Cheques should be made payable to NCPC. Please ensure that delegate name(s) and organisation are written on the back. Please note that once this application is accepted your organisation will become liable for the charges, including any cancellation fees.

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