



Patient Information Forum

For everyone involved in health information and support

www.pifonline.org.uk

'The Power of Partnership: Working in collaboration to deliver high-quality healthcare information and support'

INFORMATION FOR DELEGATES

11th Annual Conference for People Involved in Healthcare Information and Support held by the Patient Information Forum

**Wednesday 25 May 2016
Royal College of Physicians London**

Visit: www.pifonline.org.uk/2016-conference

Twitter: @PiFonline - #pifconf2016

Thank you for booking to attend the Patient Information Forum's Annual Conference for People Involved in Healthcare Information and Support 2016. We hope you have an enjoyable and productive day with us.

This pack contains important information for delegates. Please take the time to read the information in this document carefully.

Contact information

For all general enquiries please contact:

Nicole Naylor | Joint Head of Operations | Patient Information Forum
nicole.naylor@pifonline.org.uk | 07813 143 384

For specific venue enquiries please contact:

Sophie Duboisset | Account Manager | Royal College of Physicians |
Sophie.Duboisset@rcplondon.ac.uk | 020 7034 4912

Social media

Please engage with us on Twitter : **@PiFonline**. The official conference hashtag is **#pifconf2016**.

Payments, refunds, cancellations and substitutions

- Full payment must be received for your delegate place prior to the event, or we will be unable to admit you to the conference.
- If you find you are unable to attend the event please notify us as soon as possible.
- Cancellations must be made in writing no later than 1st April 2016, and are subject to a 20% cancellation fee. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made.
- Replacement delegates can be accepted at any time, but must be notified to us as soon as possible via nicole.naylor@pifonline.org.uk with their name, job title, organisation name and any dietary requirements. This allows us to make changes to name badges, attendee lists and catering orders.
- A non-member replacing a Patient Information Forum member will be required to pay the difference in the delegate fee.

Agenda

Registration and refreshments will be available from 9:15am, with the conference commencing promptly at 09:45am. The event will finish at 16:30pm, but please join us for an informal drink and more networking opportunities until 5pm.

There will be lots of opportunities for networking, so **please do remember your business cards.**

Please refer to the Patient Information Forum website for the most current agenda at:

www.pifonline.org.uk/2016-conference

Cloakroom

A supervised cloakroom will be available on the Lower Ground Floor, where you are welcome to leave suitcases and coats.

Access

The College is accessible to wheelchair users, but please contact us beforehand so that we can advise of the best possible arrangements.

A hearing loop is also provided in the main lecture theatre. Please advise us in advance if you need this to be switched on.

Dietary requirements

If you have any dietary requirements please indicate these when you register for the event or let us know at least 10 days PRIOR to the conference by emailing Nicole Naylor at

nicole.naylor@pifonline.org.uk

WiFi

Free WiFi will be available throughout the venue. Please see the Attendee Handbook for further details of how to access this.

Submit questions for the Keynote Conversation

We truly want you to be engaged and involved in the 'Question Time'-style Keynote Conversations with our panel members. Your questions should be framed around the theme of the Keynote Conversation. Please refer to the Attendee Handbook for details.

You can submit your questions in advance to:

Email: nicole.naylor@pifonline.org.uk

Or on the day via:

In person: from the audience

Tweet: @PiFonline - #pifconf2016 via Twitter.com

Reply slip: attached to your delegate handbook, and post it at the PIF stand

Case Study Session

You will have the opportunity to attend two case study sessions at the conference. Each case study will run for 30 minutes. Further details can be found in the Attendee Handbook.

Visit every Exhibition Stand

Visit every Exhibition Stand at the conference to have a chance of winning our prize draw. Further details can be found in the Attendee Handbook.

Venue and travel information

Royal College of Physicians
11 St Andrews Place
Regent's Park
London NW1 4LE

Tel: +44 (0)20 3075 1649

Web: www.rcplondon.ac.uk

Rich in history the Royal College of Physicians is an award-winning, modern building overlooking Regent's Park in the centre of London.

The College has been awarded small museum status and an accolade of a Grade 1 listing in recognition of its architectural importance. It has an impressive Heritage Collection, architecture and unique physic garden.

The main entrance can be reached by approaching the Outer Circle from Park Square East, and the A501 Marylebone Road.

By underground

- Regent's Park Station on the Bakerloo line (3 minutes walk)
- Great Portland Street Station on the Circle, Metropolitan and City lines (5 minutes walk)
- Warren Street Station on the Victoria and Northern lines (10 minutes walk)
- King's Cross Station (5 minutes by taxi) – step-free access

By train

- Euston Station (15 minutes walk) – step-free access (but not to Underground)
- King's Cross Station (5 minutes by taxi) – step-free access
- St Pancras Station – Eurostar terminal (5 minutes by taxi) – step-free access
- Marylebone Station (5 minutes by taxi)

By road

- From the north: A4201 Albany Street from A41 North, the M1, A1, M40 and M25
- From the east: A501 Euston Road from A13 East, the M25, the M20 and the M2
- From the west: A501 Marylebone Road from A40 Westway, the M4 Heathrow and the M25
- From the south: A4201 Portland Place from Westminster and the A23, M25 and M23 Gatwick

Car parking

The College has dedicated car parking space for use by disabled visitors. Please in advance by calling the RCP reception on +44 (0)20 3075 1649.

A limited number of parking spaces are available at the College for able-bodied delegates which can be booked in advance at a charge of £25.00 per day, on a first come, first served basis.

Pay and display meters are available directly outside the RCP and around the perimeter of the park. There are also public car parks located within walking distance on A4201 Portland Place, Devonshire Street, Munster Square and Cardington Street.

The College is situated outside the Congestion Charge Zone.

Cycle stands

The RCP has cycle stands for visitors. Please enquire at reception - Tel: +44 (0)20 3075 1649.

By air

- Heathrow: Express train from Heathrow Airport (15 minutes to Paddington Station, then 3 stops on the Underground to Great Portland Street Station)
- Gatwick: Express train from Gatwick Airport (30 minutes to Victoria Station, then 3 stops on the Underground to Warren Street Station)
- Stansted: Express train from Stansted Airport (45 minutes to Liverpool Street, then 5 stops on the Underground to Great Portland Street Station)



Hotel accommodation

William Harvey House

The Royal College of Physicians offers bedrooms in its William Harvey House accommodation, next to the RCP main building, at rates ranging from £100 to £160 for one person (extra guests are £25.00 per guest), including 20% VAT and a cooked or continental breakfast.

For more information, availability and to book, please contact the William Harvey team on 020 3075 1425 or HarveyHouse@rcplondon.ac.uk. Please quote 'Patient Information Forum conference – Wednesday 25 May 2016' as reference when you book bedrooms to receive this offer.

Royal College of Physician's Hotel Booking Agent:

There are also a good range of 3, 4 and 5 star hotels in close proximity to the College. The College's recommended hotel booking agent has negotiated discounted rates with local hotels for both individuals and group bookings. For more information and rates, please contact:

Wendy Line | Hotel Reservations Limited

E: res@hotelreservations.uk.com | Tel: 01268 572 003

Local accommodation options include:**Melia Hotels International**

Albany Street, Regent's Park, London, NW1 3UP

<http://www.melia.com/en/hotels/united-kingdom/london/melia-white-house/>

4 Star

Distance to College: approx 1 minute walk

Holiday Inn Regent's Park

Carburton Street, Regent's Park, London, W1W 5EE

<http://www.ihg.com/holidayinn/hotels/us/en/london/lonrp/hoteldetail>

4 Star

Distance to College: approx 10 minute walk

Grange Fitzrovia Hotel

20-28 Bolsover Street, London, W1W 5NB

<http://www.grangehotels.com/hotels-london/grange-fitzrovia/>

4 Star

Distance to College: approx 10 minute walk

Grange Langham Court Hotel

<http://www.grangehotels.com/hotels-london/grange-langham-court/>

31 - 35 Langham Street, London, W1W 6BU

4 Star

Distance to College: approx 15 minute walk

Thistle Hotel Euston

Cardington Street, Euston, NW1 2LP

http://www.thistle.com/en/hotels/united_kingdom/london/thistle_euston/

4 Star

Distance to College: approx 15-20 minute walk

The Grafton - Raddisson Edwardian Hotel

130 Tottenham Court Road, London, W1T 5AY

<http://www.radissonblu-edwardian.com/london-hotel-gb-w1t-5ay/gbgrafto>

4 Star

Distance to College: 15-20 minute walk

Hotel Ibis London St Pancras

3 Cardington St, London, NW1 2LW

<http://www.accorhotels.com/gb/hotel-0921-ibis-london-euston-st-pancras/index.shtml>

3 Star

Distance to College: approx 15-20 minute walk

Travelodge London Central Euston Hotel

1-11 Grafton Place, London, NW1 1DJ

<https://www.travelodge.co.uk/hotels/344/London-Central-Euston-hotel>

3 Star

Distance to College: approx 15-20 minute walk

Travelodge London Central Marylebone Hotel

Harewood Row, Marylebone, London, NW1 6SE

<https://www.travelodge.co.uk/hotels/312/London-Central-Marylebone-hotel?WT.tsrc=PPC>

3 Star

Distance to College: approx 20-25 minute walk

Premier Inn London St Pancras Hotel

88 Euston Road, London, NW1 2RA

<http://www.premierinn.com/en/hotel/LONSTP/london-st-pancras>

3 Star

Distance to College: approx 20-25 minute walk

Please note that hotel accommodation costs are not included in any delegate fees. You are advised to book and pay for accommodation yourself. PIF cannot accept any liability for the quality of the accommodation booked.

The Patient Information Forum

The Patient Information Forum (PIF) is the UK membership organisation and network for people working in, and involved with, healthcare information and support.

We are committed to improving the healthcare experience of patients and the public. We do this by supporting individuals and organisations to provide clearly communicated, evidence based health and care information and support, which is accessible and developed with its users.

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