



Patient Information Forum

For everyone involved in health information and support

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This event has been supported with an unrestricted grant from

abbvie

Perfect Patient Information Journeys: Improving information support for people with long term conditions

Thursday 28 June 2018

held at Royal College of Anaesthetists, Churchill House, 35 Red Lion Square,
London WC1R 4SG

Twitter: @PiFonline #ppij

AGENDA

- 09.30 – 10.00 **Registration, refreshments and networking**
- 10.00 – 10.15 **Welcome and overview**
Chair: Sue Farrington – Chair, Patient Information Forum
- @PiFonline
- 10.15 – 10.45 **Why improving the patient information journey is important**
Zoë Horwich - Sustainable Healthcare Lead, AbbVie UK
- The Sustainable Healthcare initiative includes projects that create patient-centric healthcare, and events that bring people together to make a remarkable impact on the health service.
- 10.45 – 11.15 **The value of good information support**
Prof Martin Wilkie – Consultant Renal Physician, Sheffield Teaching Hospitals NHS Foundation Trust

- 11.15 – 11.45 **The Perfect Patient Information Journey project**
Jane Cox – Policy and Public Affairs Adviser, Patient Information Forum
- An overview of PIF's latest research into what makes a 'perfect patient information journey', with tips and recommendations for NHS services and other information providers.
- @PiFonline
- 11.45 – 12.15 **Refreshment break following the rules of Speeding Networking**
This will be your opportunity to connect with attendees and share experiences.
- Spend 3-4 minutes talking to someone you have not met before, and then move on to someone new.*
- 12.15 – 12.45 **Accessing information – the patient perspective on the information journey**
Trishna Bharadia - Speaker, Writer, Advisor and Expert Patient (MS & Chronic Illness)
- Trishna will be looking at 'why', 'how', 'where' and 'what' when it comes to patient access to health information.
- @TrishnaBharadia
- 12.45 – 1.15 **Supporting patients to identify information support gaps and ask questions**
Dr Rishi Fofaria, IBD Clinical and QI Research Fellow, St Mark's Hospital, LNWUH NHS Trust
- An overview of a real-life example of identifying information gaps amongst physicians and patients with Inflammatory Bowel Disease at St Mark's Hospital.
- @RishiFof
- 1.15 – 2.00 LUNCH
- 2.00 – 2.30 **Practical session**
Developing a perfect patient information journey in your service.
- 2.30 – 3.00 **BHF's New Patient Information Programme**
Amy Corkery – Editor, Patient Information, British Heart Foundation
- Amy's presentation will focus on how the BHF have re-developed their risk factor and behaviour change print and digital information into a new portfolio with a 'patient first' approach.
- @TheBHF

3.00 – 3.20 Refreshment break

3.20 – 3.50 **Developing patient journeys in primary care: Our experience with Patient Connect at South Downs Health and Care GP Federation**

Dr Nick Harvey – GP and Chair of South Downs Health and Care, South Downs Health and Care GP Federation and Andrew Cockayne, Managing Director - Captive Health

In 2017 we set out to develop information pathways for patients with common conditions. As a federation of 20+ GP practices, we chose to bring these to life with Captive Health's Patient Connect platform.

This was re-designed for us as My Local Health and offers patients the right information at the right time, pathway by pathway, to promote self-care and regular contact with their surgery. This presentation will describe what we set out to do, how we approached it and presents the early results for peer review and comment.

@CaptiveHealth

3.50– 4.20 **OWise – A personalised breast cancer app**

Dr Anne T Bruinvels – Founder, Px HealthCare Ltd

Anne's presentation is about the issues that people affected by cancer experience and how the award-winning mobile app OWise breast cancer supports patients by providing them with personalised medical information, a tailor-made list of questions to help them prepare for doctor's visits and real-time tools to record and share their well-being and side effects.

These Patient Reported Outcomes (PRO) are important for both patients and clinicians as they give people insight into how patients perceive their treatment and inform clinicians if the treatment needs to be adjusted. This has been shown to improve patients' quality of life and avoid unnecessary hospitalisations. OWise is freely downloadable and will be developed for other cancer types in the very near future.

@OWise_UK @bruinvels

4.20 – 4.30 **Sum up and close**

Chair: Sue Farrington – Chair, Patient Information Forum