

GP & Practice Staff Event

Engaging Patients: Why you should and how you can



Half day workshop, Wednesday 4 November 2015

Many practices still believe that forming a Patient Participation Group (PPG) is just a contractual hoop to jump through. This workshop aims to challenge this assumption and explores the benefits of patient engagement and the considerable impact of non - engagement.

Time 9:00am to 12:30pm (registration and refreshments at 9am)

Lunch and networking from 12:30pm – 1:30pm

Venue: Londonwide LMCs, Tavistock House South, Entrance D,
Tavistock Square, London, WC1H 9LG

Cost: £85 (inclusive of VAT) for attendees from Londonwide practices
£100 (inclusive of VAT) for attendees from practices from other areas

Please complete the booking form to reserve your place. Please keep terms and conditions for your reference.

**Londonwide LEAD:
Learning Education and Development**


**Londonwide
Enterprise Limited**
Your practice, our priority

GP & Practice Staff Event

Engaging Patient Participation Groups

Workshop name	Engaging Patients: Why you should and how you can
Target Audience	GPs, Practice Managers and CQC Registered Managers
Duration	4 1/2 hours including lunch
Format	A combination of presentations and group discussion with plenty of opportunities to ask questions and learn from each other.
Presenters	<i>Damian Brady, Chief Executive POhWER</i> <i>Yvonne Franks, Patient Experience and Patient & Public Voice Lead, NHS England, London region</i> <i>Sharon Grant OBE, Chair, Healthwatch Haringey</i> <i>Christian Jennings, Practice Manager, Camberwell Green Group Practice</i>
Overview and Aims	<p>Some practices would say that meaningful and effective patient engagement has literally saved them from closure while for others engaging patients has resulted in improved services and increased staff morale.</p> <p>The aim of this workshop is to demonstrate the value of patient engagement and explore ways to make it happen.</p> <p>This workshop aims to:</p> <ul style="list-style-type: none">• Explore the “Why” of patient engagement and show the benefits of patient engagement and the costs of non - engagement.• Demonstrate the “How” of patient engagement with practical tips and examples of how to establish a successful PPG, use the Friends and Family Test, encourage patient engagement online and generally how to promote an open and collaborative culture within your practice where patients become your allies.• Hear what patients have to say about your services and what they need from their practice. <p>Share examples of “best practice” in London and inspirational stories of the power of patient participation.</p>

**Londonwide LEAD:
Learning Education and Development**



**Londonwide
Enterprise Limited**
Your practice, our priority

GP & Practice Staff Event

Booking Form: Engaging Patient Participation Groups
Wednesday 4 November 2015

The cost for attendance at this workshop is **£85 for attendees from Londonwide practices** and **£100 for attendees from practices** from other areas. Places are limited so please complete the form below and return it with your cheque, payable to 'Londonwide Enterprise Ltd', or pay by **BACS: Sort Code: 60-80-07; A/C No: 60123338** for the attention of Karen Cooper karen.cooper@lmc.org.uk at Londonwide LMCs, Tavistock House, Tavistock Square, London, WC1H 9LG by **Friday 30 October 2015**.

Name: _____

Practice/contact details: _____

Postcode: _____ Email address: _____

Dietary/Access requirements: _____

I would like to attend the following workshop (please tick as appropriate):

Morning session (9.30am to 12.30pm) Afternoon session (2.00pm to 5.00pm)

Please tick this box if you would like pay by BACS and please confirm that you have read our Terms and Conditions below

Terms and Conditions Londonwide LEAD

All bookings are subject to the terms and conditions set out below. The person making the booking accepts all terms and conditions as set out herein on behalf of those named. In regards to data, the only data that may be shared would be name, profession, practice name and/or practice area.

The fee includes lunch, refreshments and a copy of the event documentation and is inclusive of VAT.

Booking Conditions

A confirmation will be sent by email within five working days from receipt of your booking. Please contact us if you have not received confirmation within ten working days. You can choose to pay online via credit card or pay by BACS [Account number: 60123338 Sort code: 60-08-07] to secure your booking. Payment must be received before the event date.

Cancellations/Substitutions

Cancellations made at least four weeks before the event date will be charged at 10% of the total cost. Cancellations made between this date and at least two weeks before the event date will be charged at 50% of the total cost. Cancellations made after this date will be charged the full total cost. We regret that any cancellation after this date cannot be refunded, and that refunds for failure to attend the event cannot be made. However you can send a substitute delegate at any time. Cancellations and substitutions must be made in writing to lead@lmc.org.uk.

Cancellation period	Discount
At least four weeks before the event date	10% of the total cost will be charged
At least two weeks before the event date	50% of the total cost will be charged
Less than two weeks before the event date	100% of the total cost will be charged

Access Requirements

To help us ensure that all delegates attending the event are able to participate fully, please let us know about any requirements you have when you complete the form.

Dietary Requirements

We always provide vegetarian options at our events, but please inform us on the form if you need us to cater for any other dietary requirements.

Data Protection

Londonwide Enterprise Ltd and Londonwide LMCs Ltd are committed to protecting your privacy and security. Both Londonwide Local Medical Committees Ltd and Londonwide Enterprise Ltd are registered as Data Controllers with the Information Commissioner's Office, as required under the Data Protection Act 1998. Londonwide LMCs Ltd registration number is Z1239475 and Londonwide Enterprise Ltd is Z1965945. In order to deliver our services to you, we need to process and store your personal information, which will be done in a secure manner. By entering your details, you agree to allow Londonwide Enterprise Ltd and Londonwide LMCs Ltd to contact you (by mail, email, telephone, SMS or fax) regarding its services and activities. If you do not wish to receive these communications, please tick the box below.

By ticking this box, I confirm that I do not wish to receive further information on events or services provided by Londonwide LMCs Ltd or its subsidiary Londonwide Enterprise Ltd.

By ticking this box, I confirm that I would like to receive information from carefully selected partners/associates/exhibitors, which provide health care related services, products or information.

If you change your mind in the future regarding the receiving of communications from Londonwide LMCs Ltd, Londonwide Enterprise Ltd or selected third parties, please confirm this in writing to Paul Tomlinson, Company Secretary (Paul.Tomlinson@lmc.org.uk). Events may be supported by external companies, including pharmaceutical suppliers. Your name, profession and location area may be shared with these carefully selected exhibitors and sponsors at events.

Event Language – English

Alterations to the advertised event:

It may be necessary for reasons beyond the control of Londonwide Enterprise Ltd to alter the timing of the event, the identity of the speaker, the date or the venue but the event objectives will remain the same. In the unlikely event that the scheduled event is cancelled by Londonwide Enterprise Ltd (as opposed to postponed), we will refund you the registration fee, but to the fullest extent permitted by law, we will not be liable to you for any other costs or losses, whether direct or indirect. This does not affect your statutory rights. Londonwide Enterprise Ltd shall not be liable for loss of profit or business damage, whether direct, indirect or consequential, howsoever caused.

Venue policies

Delegates in attendance will be expected to comply at all times with the rules and regulations imposed by the venue and may be removed from the event for failure to do so. Any loss of personal property at the venue is at your own risk. You may be held liable for any damage you may cause at the venue.

Feedback, Complaints, Comments and Suggestions

If you have any feedback, complaints, comments or suggestions about an event then please contact us in writing to lead@lmc.org.uk. We will acknowledge this within ten working days and agree an appropriate timescale with you in which to respond to your request.

Equality

Londonwide LMCs Ltd and Londonwide Enterprise Ltd is committed to equality for all. Londonwide Enterprise Ltd does not tolerate any form of exclusion, harassment, victimisation, bullying or other unfair discrimination on any grounds including protected characteristics as described in the 2010 Equality Act. All participants (including wider groups of individuals connected to the organisation) are expected to value and respect each other.

The behaviour of non-employed associates of the company will be addressed where they are in breach of this principle and may be subject to the following actions:

- Contractors/speakers/exhibitors may have their contract terminated.
- Course delegates may be removed from their programme
- Venues and their staff – this will be followed up and a review undertaken on whether to use those facilities again.

Force Majeure

Londonwide Enterprise Ltd shall not be liable for any failure to perform its obligations where caused by circumstances beyond its control including for example acts of God, war, riot, explosion (including terrorist attack), abnormal weather, or natural physical disaster, fire, flood, strikes or Government, or Government agency, action or regulations.

VAT Registration

All payments are subject to VAT and Londonwide Enterprise Ltd VAT registration number is 130 1454 66.

Londonwide LEAD:
Learning Education and Development


**Londonwide
Enterprise Limited**
Your practice, our priority