

'Clinical Commissioning with the Community: Improving Patient Experience in Practice.'

Wednesday 29th July 2015 - from 4:30pm to 6:30pm

Venue: Canterbury Christ Church University - Laud Building – Lg25

MASTER CLASS WITH DR JONATHAN WEBSTER & ALEX SILVERSTEIN
(HOSTED BY THE ENGLAND CENTRE FOR PRACTICE DEVELOPMENT)

Biographies



Dr Jonathan Webster,
Director of Quality,
Nursing & Patient
Safety, CWHHE CCGs
Clinical Commissioning
Collaborative.

Jonathan qualified as a Registered General Nurse in 1990 and has worked in both secondary and primary care in the UK and Australia. His area of clinical practice is older people's nursing and has have held two Consultant Nurse for Older People posts. He moved into his first commissioning role in 2009 before moving to the NW London Cluster of PCTs in 2011 as Deputy Director for Quality & Clinical Assurance and subsequently Cluster Acting Director of Nursing and Quality. Jonathan was appointed to his current Clinical Commissioning role in August 2012.

Jonathan has been involved in different pieces of national work related to older persons' care, practice development, quality improvement and assurance. He has written for publication in a variety of professional journals and books along with presenting at both national and international conferences. His professional interests lie in developing person-centred ways of working that enable practitioners to work in partnership with service users and their supporters through practice development and action research.

Jonathan holds an Honorary Senior Research Fellow post with Canterbury Christ Church University, he is an Honorary Professor with Bucks New University and an Honorary Associate with the Foundation of Nursing Studies.



Alex Silverstein,
Patient Experience &
Equalities Manager,
CWHHE CCGs Clinical
Commissioning
Collaborative.

Alex is a Patient Leader and NHS employee working in Patient Experience across the North West London 5 CCG collaborative. Alex has worked for the International Diabetes Federation's, where he developed their first ever youth leadership programme by leading 70 young adults from 48 different countries to deliver projects with their national diabetes charities. Within the UK, he led the national engagement with young adults for the charity Diabetes UK, by managing 40 volunteers to co-create services for young people with diabetes.

In 2014 he was the only patient leader to win the HSI's Rising Star Award, which led Alex towards leading on patient involvement within NHS Change Day 2015, where he launched the national campaign HelloOURaimis with Dr Kate Granger, which focuses on building a partnership model of care between patients and healthcare professionals.

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Overview

During the Master Class Jonathan and Alex will present the collaborative journey in developing a Patient Experience Strategy for five CCGs in North West London.

Through their presentation they will share the practice development approaches used in developing the Strategy (working with the Foundation of Nursing Studies) encompassing developing a shared definition of 'patient experience' along with how the Strategy is becoming embedded within clinical commissioning.

Aims

1. To demonstrate how PD approaches can be used in different settings and contexts.
2. To share a journey of collaborative development and change.
3. Identify the place of clinical commissioning to facilitate quality improvement and clinical assurance.
4. To present next steps as part of a continuum of development.

Booking Details

External Professionals: **£5*** / CCCU Colleagues: FREE

If you are interested in attending this event:

RSVP before Friday 24th July 2015 to:

anna.humphreys@canterbury.ac.uk 01227 767700 Ext 1637

*Payment via online store:

http://shop.canterbury.ac.uk/browse/extra_info.asp?compid=1&modid=1&deptid=43&catid=223&prodid=2222&searchresults=1

Useful information

Health Foundation: Measuring what really matters - Towards a coherent measurement system to support person-centred care; April 2014; www.health.org

NESTA - By Us, For Us: The power of co-design and co-delivery; July 2013; www.nesta.org.uk

References

Department of Health (2012b) NHS Patient Experience Framework. Retrieved from: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/215159/dh_132788.pdf. Last accessed 1st May 2015.

McCormack, B., Wright, J., Dewar, B., Harvey, G. and Ballatine, K. (2007) A realist synthesis of evidence relating to practice development: recommendations. *Practice Development in Health Care*. Vol. 6. No. 1. pp 76-80.

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