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National Association of LINKs Members

LINKs-Healthwatch the Way Ahead

NALM Annual Conference Thursday July 8th 2010 – AGENDA

10.00am Coffee & registration

11.00am Chair's Introduction - Malcolm Alexander, Chair, NALM

11.15am Morning keynote session:

**Joan Saddler – National Director for Patients and Public Affairs +
Paul Streets, National Director for Patient and Public Experience**

'Public Engagement - future directions'

- Questions to Joan Saddler and Paul Street

11.45am Parallel Workshops – more power for public involvement?

- What have LINKs achieved? What have we learned?
- Developing the LINKs-Healthwatch national perspective
- powers, duties, funding and naming
- Developing LINKs-Healthwatch – local perspective:
- powers, duties, funding, hosting and naming -
- Developing the capacity to monitor social care
- A LINKs-Healthwatch Transformation Board?
- objectives, membership and accountability -

1.00pm – 2pm Lunch

2.00 pm Parallel Workshops - more power for public involvement?

- a) What have LINKs achieved? What have we learned?
- b) Developing the LINKs-Healthwatch national perspective
 - powers, duties, funding and naming
- c) Developing LINKs-Healthwatch – local perspective:
 - powers, duties, funding, hosting and naming -
- e) Developing the capacity to monitor social care
- f) A LINKs-Healthwatch Transformation Board?
 - objectives, membership and accountability -

3.15pm Ruth Marsden in the Chair

**3.25pm Elizabeth Manero – Director of HealthLink
Priorities identified from morning and afternoon workshops**

4.00pm AGM

4.30pm Close

Speaker's biographies:

Joan Saddler

Joan Saddler is the Director of Patient & Public Affairs at the Department of Health. Her role is to champion the importance of engaging and listening to patients and the public as key to delivering better health and care. She has extensive experience of patient and public involvement, is passionate about community engagement and is committed to patients and the public being true partners in the delivery and improvement of healthcare."

Joan was formerly Chair of Waltham Forest PCT, where she led the development of a successful public and patient involvement strategy, recognised nationally for its innovation. She was also a founder member and joint Chair of the first National BME Forum for clinicians and leaders, and has played a key role as national advisor on issues of NHS leadership, equality and community engagement.

Paul Streets

Paul Streets is the Director of Patient and Public Experience within the Commissioning and System Management Directorate at the Department of Health. His role is focussed on developing patient centred services at a local level through patient feedback and the GP Patient Survey. He job is to ensure that public engagement transforms services and empowers patients by developing innovative approaches to responding to people's views in order to communicate this to NHS organisations to help improve patient services. His work is focussed particularly on using real-time patient feedback and building capacity and capability in the NHS to listen and respond to patient and public views.

Paul was previously the chief executive of the Post Graduate Medical Education and Training Board and chief executive of the Health Development Agency and Diabetes UK.

Elizabeth Manero

Elizabeth Manero is a prominent leader of in the field of patient and public involvement and Director of Health LINK a not for profit organisation expert at working with communities to influence the NHS. Health LINK specialises in new ways of linking up communities and the NHS, drawing in the views of 'marginalised' groups to give them influence and developing methods to turn words into action for improved health and health services. Health Link works within the Compact, 'an agreement between government and the voluntary and community sector ...to work in partnership.' The Government undertakes under the Compact 'to recognise and support the independence of the sector, including its right within the law, to campaign, to comment on Government policy, and to challenge that policy, irrespective of any funding relationship that might exist, and to determine and manage its own affairs.'