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| Share your story | South London workshop5 November 2014Coin St Conference Centre108 Stamford St, London, South Bank SE1 9NH |

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| **From 13:00** | **Registration and refreshments** |  |
| 13:30 - 13:35 | Welcome | **James Munro**, CEO, Patient Opinion |
| 13:35 - 14:00 | Innovating at the front line: how do we turn feedback into better care? | **Chris Streather**, Director, HIN South London |
| 14:00 - 14:20 | Having a voice: a service user and carer perspective | **Helena Knox-Taylor and Kelvin**Power of Story Project, South London & Maudsley NHS FT |
| 14:20 - 14:50 | A listening health service? How Patient Opinion helps | **James Munro** |
| 14:50 – 15:10 | Using Patient Opinion in community services and NHS 111 | **Amanda Mayo**, Head of Nursing, Bromley Healthcare CIC |
| **15:10 – 15:30** | **Refreshment break** |  |
| 15:30 – 15:50 | Using Patient Opinion in integrated care | **Jane Danforth**, Involvement & Patient Experience Officer, Nottinghamshire Healthcare NHS Trust |
| 15:50 – 16:10 | How could online feedback benefit health professional education? | **Sean Farran**, Health Education South London |
| 16:10 – 16:30 | The impact of Patient Opinion in an acute trust | **Ben Mearns**, Consultant physician in acute medicine, Surrey & Sussex NHS Trust |
| 16:30 – 16:50 | Future developments and next steps | **James Munro** |
| 17:00 | Workshop ends |  |
|  | Continuing conversations at the Kings Arms, Roupell Street: all welcome! |  |