

# Patient Powered Safety – a public conversation with those involved in health care

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## The problem

Healthcare is dangerous: In the modern NHS patients with complicated medical problems patients can expect to be cared for by one or several teams of specialists. Patients will be seen in hospital or the community and often receive powerful treatments for their condition.

- Being looked after by more than one person makes things complicated.
- Powerful treatments might need careful monitoring for complications.
- Between 5 and 10% of patients admitted to hospital suffer harm from errors in the way care is provided.

## The Conversation

Who cares about safety? Nobody has more interest in safe care than patients: 'Patient Powered Safety 2020' is the second time that this event is hosted in Bangor.

- 'Patient Powered Safety 2020' will present more examples from national and international contributors – patients, doctors, nurses, researchers.
- Participants can learn how to design better care in a dedicated workshop.
- Participants can present their own experience of safety in the poster-session.

## The Contributions

What do the experts say? 'Patient Powered Safety 2020' will hear about:

- Hospital admissions – often the scariest moment in a person's life: How can patients help clinicians to help them?
- Help from (non-medical) friends: What works when and is it safe?
- Raising the alarm in hospital as a relative: What can hospitals do to make it easy?
- How do patients research NHS services?
- Drug side effects: How can patients make sure they are being taken seriously?

## **The Participants**

Who should come? Patient Powered Safety invites everybody who is interested in safer health care: citizens, patients, friends, carers and those working in Health and Social care or managing services. We keen to engage with those who bring lived experience or are working on solutions through technology, engineering or in policy.

## **The workshop – “same language”**

As part of the day we are offering a workshop to take participants through the process of co-production applied to safety. We are looking to co-design a system that allows people at home to gauge the severity of their illness or that of a loved one by adapting tools that are used by Health care professionals such as the ‘NEWS’ score.

## **The shared space**

We are inviting people to share their learning for safety in health care as patients, friends, healthcare professionals and administrators. In a dedicated session the three best posters or submitted narratives will be awarded a price. The weblink for abstract submission is now open: <https://www.surveymonkey.co.uk/r/PatPowSaf2020>. Those who are contributing will be able join for a reduced fee.

## **The hosts**

Health Education & Improvement Wales, Bangor University, Betsi-Cadwaladr University Health Board’s Quality Improvement Hub are facilitating the meeting and assure collaboration between those who matter: patients, those close to them, Healthcare professionals, those managing services and those working in innovation.

## **We can’t wait to see you in Bangor !**