

Opening sessions

10.45 Monitoring performance: moving from process to outcome indicators

Dr Geraldine Strathdee

Clinical Advisor The Healthcare Commission
and *Clinical Director* Oxleas NHS Trust

- monitoring performance in mental health: moving from process to outcomes improvement
- the role of outcomes in monitoring performance at individual, trust and national level and how this can be improved
- taking a wider view on outcomes in mental health to include social inclusion, employment and reduced stigma
- moving forward: critical success factors

11.00 Questions and answers, followed by coffee and exhibition at 11.10

SPLITS

Stream B: Workshops and Focus Issues

WORKSHOP 1: SERVICE USER REPORTED OUTCOME MEASURES

Facilitated by: **David Crepez-Keay**

Head of Patient and Public Involvement
The Mental Health Foundation

11.50 A guide to service user reported outcome measures

David Crepez-Keay

Head of Patient and Public Involvement
The Mental Health Foundation

- effective tools for use in practice to measure service user outcomes, health status and quality of life
- tips for use in individual clinical practice

12.15 The patient/service user perspective: clinical outcomes V patient outcomes: is there a disparity?

Jan Wallcraft

Freelance Mental Health Researcher, Author The Mental Health Service User Movement in England,
and *Former Service User*

12.50 Interactive discussion, followed by lunch and exhibition at 13.10

WORKSHOP 2: MEASURING AND MONITORING YOUR OWN CLINICAL OUTCOMES IN PRACTICE

14.00 Developing intelligent information on clinical outcomes as evidence of clinical practice

This workshop will be facilitated by

John Mellor-Clark

Director Clinical Outcomes in Routine Evaluation System
(CORE IMS) and *Visiting Senior Research Fellow*
University of Leeds

- sources of clinical outcomes information: making the most of the data you have available
- ensuring accuracy of information and accurate presentation of clinical outcomes
- statistical tools for comparing and analysing data including SPC charts, funnel plots, risk adjustment and clinical score cards
- interpretation of data and case studies

With case study speakers: Dr Ian Walton, GP Mental Health Lead, Sandwell PCT and Chair, Primhe and Dr Al Thompson, GP, Ashton Leigh and Wigan PCT

WORKSHOP 3: COMMISSIONING FOR OUTCOMES IN MENTAL HEALTH

This workshop will focus on outcome driven commissioning in mental health and the role of commissioners in improving mental health outcomes

Facilitator: **Samantha Allan** *Mental Health Lead* Humana

14.45 Commissioning and outcomes in mental health

Dominic Ford

Associate Director of Healthcare Standards
Surrey and Borders Partnership NHS Foundation Trust

- strategies for improving routine outcome measurement in the UK and the US: incentive and levers
- the role of the service user, clinician and commissioner measures in outcome measurement

15.10 Interactive discussion, followed by tea and exhibition at 15.40

FOR FINAL JOINT SESSIONS

Final joint sessions

16.30 PANEL DISCUSSION: Ensuring the right indicators are used

Panel members include:

David Crepez-Keay

Head of Patient and Public Involvement
The Mental Health Foundation

Further speakers from the day to be invited to take part in the panel session

17.00 Close

Measuring and Monitoring Outcomes in Mental Health

Monday 3 November 2008 • 4 Hamilton Place • London

Conference Registration



All of our brochures are made from paper manufactured from sustainable forests. Once you have finished with this brochure please recycle the paper.

a b c d e f g h i j k l

► How to book

Fax the booking form to
020 8547 2300

Through our website at:
www.healthcare-events.co.uk

Post this form to Healthcare Events
2 Acre Road, Kingston, Surrey KT2 6EF

► Your details (Please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please circle)

First name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by e-mail.
If you prefer confirmation by post please tick this box.
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

This form must be signed by the delegate or an authorised person before we can accept the booking
(By signing this form, you are accepting the terms and conditions below)

Name

Signature

Date

► Payment

By cheque A cheque for is enclosed
Please make cheques payable to: Healthcare Events Ltd. Cheques can be £ or Euros (1 Euro = £0.79)

By invoice Please send an invoice to

Name (IN BLOCK CAPITALS)

Organisation

Address

Postcode

Purchase order number if applicable

By BACS

For payments in £: Sort Code 20-23-97 Account No. 60297275
For payments in Euros: Sort Code 20-23-97 Account No. 56027500

Please send your BACS remittance form as confirmation of payment

Your BACS reference

By credit card Please debit my Visa/Mastercard/Switch

Cardholder's name

Card No.

Valid from Expiry date

Issue No. (Switch only)

Card security code (This is the last three digits of the number printed on the back of your card)

Signature

Card billing address (if different from above)

For office use only

Workshops **Workshop 1** Service user reported outcome measures **Workshop 2** Measuring and monitoring your own clinical outcomes in practice **Workshop 3** Commissioning for outcomes in mental health

Please tick if you plan to attend a workshop

IHM Members I am an IHM Member IHM membership number To find out more about becoming an IHM member, please visit www.ihm.org.uk

Conference handbook I cannot attend the conference but would like a copy of the conference handbook which includes speaker slides @ £69 a copy.
The handbook will be sent out a week after the conference, please fill in the 'Your details' section above for delivery.
Handbooks ordered up until two months after the conference will be supplied as a hardcopy in an A4 ring binder, those ordered after this time will be posted as a PDF document on CD.

Venue
4 Hamilton Place, London W1J 7BQ. A map of the venue will be sent with confirmation of your booking.

Date
Monday 3 November 2008.

Conference fee

£340 + VAT (£399.50) for NHS, social care and private healthcare organisations

£290 + VAT (£340.75) for voluntary sector/charities.

£475 + VAT (£558.13) for commercial organisations.

£290 + VAT (£340.75) for IHM members

The fee includes lunch, refreshments and a copy of the conference handbook.

Group rates
A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

Terms and conditions
A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this time cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

Confirmation of booking
All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7–10 days after submitting your booking.

Accommodation
On confirmation of your booking you will receive details of accommodation.

Exhibition
If you are interested in exhibiting at this event, please contact Gemma Belford on 020 8541 1399, or email gemma@healthcare-events.co.uk

Credits
CPD approval has been sought and this is an IHM recognised event.

For more information contact Healthcare Events on 020 8541 1399 or email naomi@healthcare-events.co.uk

The information you provide will be held on the Healthcare Events' database and may be used to update you with details of other events that we organise. If you **DO NOT** wish to receive this information, please tick this box

We occasionally release your details to companies sponsoring or exhibiting at our events. If you **DO NOT** wish to receive information from these companies, please tick this box

Healthcare Events reserve the right to make changes to speakers and programmes without prior notice.
© Healthcare Events Ltd 2008.

Do you have research or information
that you would like to share with delegates
and speakers attending this conference?

We have the following options available:

DISPLAY YOUR POSTER AND INFORMATION
IN THE EXHIBITION HALL

YOUR RESEARCH PAPERS COULD ALSO BE
INCLUDED IN THE DELEGATEPACKS

To discuss this further
please contact the Exhibition Team on:

020 8541 1399



Specialists in the organisation of healthcare conferences

HEALTHCARE EVENTS 2 ACRE ROAD KINGSTON SURREY KT2 6EF

For a full list of our conferences, please visit www.healthcare-events.co.uk