

## Utilising patient feedback for service evaluation: patient-centred outcomes based care 9-10 November 2018, University of Birmingham

Workshop Co-chairs: Clare Cook, Deirdre Siddaway

Facilitators: Noel Baxter, Garry McDonald, Corinne Robinson, Bronwen Thompson

Speaker: Gordon Linklater, Consultant in Palliative Medicine, NHS Highland and Honorary Senior Lecturer, University of Aberdeen

Research: Helen Ashdown

[View faculty profiles](#)

This is a two-day workshop exploring how to utilise patient feedback in order to evaluate a project or service. The workshop is delivered by healthcare practitioners who will guide you through the techniques and methods available to you so that you are able to evaluate whether the desired patient outcomes are being achieved. They will share with you their own experience of gathering patient data and how it impacted their service. A mix of taught sessions and working in small groups will enable you to develop your own survey/data collection exercise in a final workshop session to take away and implement.

### Friday 9 November

1230-1315 Arrive and buffet lunch

1315-1345 **Introduction and aims of the workshop** Clare Cook and Deirdre Siddaway  
In this session you will have an opportunity to get to know your fellow delegates so you can make the most of networking throughout the event

1345-1415 **Hopes and fears** Clare Cook and Deirdre Siddaway  
Working with members of Leaders Faculty who are all experienced leaders and respiratory clinicians, you will share with colleagues your hopes and fears for these two days, so that you leave feeling your time has been well spent

1415-1600 **Using the voice of the patient to ensure patient-centred outcomes** Gordon Linklater  
What is person-centred care? How effective are we at identifying patients' priorities? What is Quality of Life and how might we positively influence it?

1600-1630 Coffee break

1630-1715 **Designing research questionnaires: start with the end in mind** Bronwen Thompson  
What kind of results do you want and how will you use them? You will learn to consider the merits of qualitative vs quantitative research, methods for collecting data, how to decide who you want to gather information from, and how to present your results

1715-1800 **Surveys in the NHS - How does the NHS collect data to monitor its performance?** Bronwen Thompson

Why was the Friends & Family test adopted so widely in the NHS? What does it tell us? What are its strengths and weaknesses?

1930-2000	Drinks	All
2000	Dinner	All

## Saturday 10 November

0830-1000	<b>Writing a questionnaire: reviewing survey-based research articles</b> Two delegates who will have been offered in advance an opportunity to summarise and critically appraise two survey-based research articles. Our research lead, Helen, will then highlight aspects of data collection and analysis (making sense of any statistics!) and discuss how to evaluate your project and write it up for presentation or publication	Helen Ashdown
1000-1030	Coffee break and check-out	
1030-1130	<b>PCRS Update</b> In this session Noel Baxter Chair of the PCRS Exec, will share the latest thinking and direction of the society. It's an opportunity to be the first to hear about opportunities available within PCRS, ways in which you can get involved in making a difference through our various expert groups and committees	Noel Baxter
1130-1230	<b>The Bristol Experience. Real life example of using the patient's voice</b>	Corrine Robinson
1230-1330	Lunch and networking	
1330-1500	<b>Group workshop and feedback: collecting data from patients</b> Drafting a tool to collect patient feedback	Table teams Helen Ashdown
1500-1530	<b>Reflection: revisit hopes and fears</b> Revisit hopes and fears from day 1 to check objectives achieved and fears avoided	Clare Cook and Deirdre Siddaway
1530	Summary and close	Clare Cook and Deirdre Siddaway

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