



Nottinghamshire Healthcare NHS Trust: Impact Workshop draft programme

Wednesday 30th May 2012, 9.30am – 1pm

Aims for the day:

- To inspire us to listen to people's stories and act on their feedback, good or bad
- To understand why it's so important that people's stories are heard and to recognise the positive effect they can have on our services
- To acknowledge and celebrate the part every person plays in making our services the best they can be

From 09:00	Coffee and Hello's	
9:25 – 9:30	Welcome from Patient Opinion	Patient Opinion
9:40 – 10:00	Opening remarks and introducing the challenge	Prof. Mike Cooke CBE
10:00 – 10:20	Why are stories such a powerful catalyst for improvement	Dr Paul Hodgkin, CEO, Patient Opinion
10:15 – 10:30	What is your role in transforming stories into impact through responding?	Run by Patient Opinion and Joanne Horsley (Notts HC)
10:30 – 10:50	How is the Trust using feedback and stories to change services, culture and lives ... plus your chance to vote on our challenge	Paul Sanguinazzi
10:50 – 11:10	Refreshment break	
11:10 – 11:40	Perspectives on how stories can have an impact: Service Manager, service user and involvement team	Jane Danforth, Simon Wildgust, Helen Smith (MHSOP)
11:40 – 12:40	The Challenge: Your opportunity to consider what excites you and what concerns you have about the challenge we're setting out to achieve together. Throw your questions and ideas on both to our panel.	Run by Patient Opinion and Paul Sanguinazzi (Panel comprised of Notts Healthcare and Patient Opinion staff)
12:40 – 1pm	The Challenge: Everyone is invited to make an individual commitment to making sure our challenge has impact.	
1pm	Close / break for lunch	