



WESTMINSTER
HEALTH FORUM

Priorities for improving patient safety in the NHS: transparency, safeguards and developing a patient-centred culture

26th January 2017

CONDITIONS FOR USE OF TRANSCRIPTS:

This document is intended to provide a timely reference for interested parties who are unable to attend the event to which it refers. Some portions are based on transcripts of proceedings and others consist of text submitted by speakers or authors, and are clearly marked as such. As such, apart from where it is indicated that the text was supplied by the speaker, it has not been possible for the transcript to be checked by speakers and so this portion of the document does not represent a formal record of proceedings. Despite best endeavours by Westminster Forum Projects and its suppliers to ensure accuracy, text based on transcription may contain errors which could alter the intended meaning of any portion of the reported content. Anyone who intends to publicly use or refer to any text based on the transcript should make clear that speakers have not had the opportunity for any corrections, or check first with the speaker in question. If in doubt, please contact the forum first.

Contents

<u>About this Publication</u>	3
<u>Agenda</u>	4
<u>Session Chair's opening remarks</u>	
Lord Low of Dalston , Co-Chair, All-Party Parliamentary Group on Eye Health and Visual Impairment (<i>transcript</i>)	6
<u>Challenges for moving towards a culture of learning and patient centered care</u>	
Will Warburton , Director of Improvement, The Health Foundation (<i>transcript</i>)	7
Questions and comments from the floor (<i>transcript</i>)	10
<u>Putting patient experience and safety at the centre of the NHS services</u>	
Denise Chaffer , Director of Safety and Learning, NHS Litigation Authority (<i>transcript</i>)	14
Andrew McCracken , Head of Communications, National Voices (<i>transcript</i>)	16
Dr Theresa Shaw , Chief Executive, Foundation of Nursing Studies (<i>transcript</i>)	18
James Roach , Joint Integration Director, Wiltshire Council and Wiltshire Clinical Commissioning Group (<i>transcript</i>)	20
Questions and comments from the floor (<i>transcript</i>)	22
<u>The role of industry in improving patient safety: credentialing, transparency and partnerships with the NHS</u>	
Doris-Ann Williams , Chief Executive, BIVDA (<i>transcript</i>)	27
<u>Priorities for reducing healthcare-associated infections</u>	
Dr Jacqueline McKenna , Director of Nursing for Professional Leadership, NHS Improvement (<i>transcript</i>)	30
Questions and comments from the floor (<i>transcript</i>)	33
<u>Session Chair's closing remarks</u>	
Lord Low of Dalston , Co-Chair, All-Party Parliamentary Group on Eye Health and Visual Impairment (<i>transcript</i>)	36
<u>Session Chair's opening remarks</u>	
Rosie Cooper MP , Vice Chair, All-Party Parliamentary Group for Patient Safety (<i>transcript</i>)	38
<u>'The role of the National Guardian'</u>	
Dr Henrietta Hughes , National Guardian (Freedom to Speak Up) (<i>transcript</i>)	39
<u>'A new approach to dealing with GMC cases involving whistleblowers'</u>	
Anna Rowland , Assistant Director, Policy, Business Transformation and Safeguarding Fitness to Practise, General Medical Council (<i>transcript</i>)	42
<u>Delivering clinical engagement, joined up leadership and long-term strategy</u>	
Elisabeth Davies , Chair, Patient and Carer Network, Royal College of Physicians (<i>transcript</i>)	44
Questions and comments from the floor (<i>transcript</i>)	47
<u>Patient safety and policy priorities</u>	
Rt Hon Jeremy Hunt MP , Secretary of State for Health, DH (<i>transcript</i>)	58
Questions and comments from the floor	61
<u>Session Chair's and Westminster Health Forum closing remarks</u>	
Rosie Cooper MP , Vice Chair, All-Party Parliamentary Group for Patient Safety (<i>transcript</i>)	68
Sam Dolton , Producer, Westminster Health Forum (<i>transcript</i>)	69
<u>Comments</u>	70
<u>List of Delegates Registered for Seminar</u>	74
<u>Contributor Biographies</u>	79
<u>About the Core Sponsors of the Westminster Health Forum</u>	82
Please be advised that speakers' PowerPoint presentations are included within the transcript itself, just beneath the relevant speaker's text. Please note that not all speakers are able to grant permission for us to include their slides.	

About this Publication

This publication reflects proceedings at the Westminster Health Forum Keynote Seminar: Priorities for improving patient safety in the NHS: transparency, safeguards and developing a patient-centred culture held on 26th January 2017. The views expressed in the articles are those of the named authors, not those of the Forum or the sponsors, apart from their own articles.

Although Westminster Health Forum is grateful to all sponsors for the funding on which we depend, participation in events and publications is never conditional on being a sponsor. As well as funding ongoing operations, sponsorship enables the Forum to distribute complimentary copies of publications, and offer complimentary tickets for events, to Government ministers, parliamentarians and officials most involved in policy.

This publication is copyright. Its copying, in whole or in part, is not permitted without the prior written consent of the publishers. However, extracts of the text may be reproduced for academic or review purposes, subject to the conditions of use outlined in the previous page, providing they are accurate, are not used in a misleading context and the author, their organisation and the Westminster Health Forum are acknowledged. We would also appreciate being informed.

Westminster Health Forum

UK Headquarters
4 Bracknell Beeches
Old Bracknell Lane West
Bracknell
Berkshire RG12 7BW

T: 01344 864796
F: 01344 420121
publications@westminsterforumprojects.co.uk

Directors

Peter van Gelder
Chris Whitehouse