

Full Symposium Programme

Learning from experiences: humanising care by listening to patients and staff

Open space: time to gather, meet, and enjoy refreshments

Jocelyn Cornwell's introduction: humanising health and care

Keynote speaker panel

Keynote plenary sessions to bring everyone together and look at the big picture, as well as more detailed sessions on the specific issues throughout the day.

Open space

This group will be a free form discussion with loose facilitation and a rapporteur.

The power of storytelling: how stories can heal us and be a key influence on culture change

You are the experts, and the wisdom of the group can help you reflect on how best to harness the power of stories.

Knowledge space

This group will be puposefully chaired. There will be a rapporteur to feedback to the larger group.

What can we learn from measurement?

What can data tell us and what it can't.

Why do we fear data?

Lunch and time to talk

Panel Session

The links between staff and patients experiences, and how listening to these can help make care feel more human.

Panel made up of a patient, clinician, manager, and politician talking about their experience of care

Break - time to talk and refuel

Open space

Feedback is a gift: how stories change us, and how we can use them to learn and improve

Hearing stories engenders greater understanding, empathy, and reflection

Stroytelling can nurture rapport, trust, connectedness, and care. It can empower and encourage personal growth - but comes with the risk of misuse

Knowledge space

Making people's views count

Working together, share and discuss challenges with experts and peers on hand to help facilitate learning

What are the barriers to using people's feedback for improvement

How can these be overcome?

Reflections on what we have heard today

The 'Learning from Experiences' symposium is co-hosted by the Point of Care Foundation and Picker, who share a mission to make health and social care systems more human by being centred around people's needs and preferences. It forms part of the Point of Care Foundation's 10th anniversary celebrations.

[**Book my space now**](#)