

Learning from experiences: the person centred care symposium 2025

Tuesday 20th May 2025
IET Birmingham: Austin Court

9.00 am - 10.00 am

Welcome and refreshments

10.00 am - 11.05 am

Morning plenary session:
Chair's introduction - Angela Coulter

Keynote presentations:

*Transforming care through person centredness – the power of
patient and public insight.* Led by Samira Ben Omar.

Why does person centred care matter in 2025? Led by Alf
Collins.

Group Q&A

11.05 am - 11.30 am

Break

11.30 am - 12.45 pm

Breakout stream one:

Using experience insight for quality improvement
Led by Chris Graham and Mirek Skrypak.

Breakout stream two:

Learning from narrative accounts of care
Led by James Munro and Anna Tee.

12.45 pm - 1.40 pm

Lunch

1.40 pm - 2.40 pm

**Schwartz Round: hosted by Laura Golding and Eryn
London from the Point of Care Foundation**

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

A conversation with panelists, participants and
reflections

2.40 pm - 3.05 pm

Break

3.05 pm - 4.00 pm

Breakout stream one:

Working in partnership with patients and the public
Led by Victoria Thomas (Chair), Kim Rezel, and Emma
Sparrow.

Breakout stream two:

Learning from workforce experience
Led by Kate Jarman.

4.00 pm - 4.45 pm

Closing plenary session

People Power: Learning from Grenfell
Led by Dan Wellings, The King's Fund.

4.45 pm

Close