

## Advancing a governance framework for patient-centred feedback

### When and where:

**Wednesday 8th May 2024**

**2pm - 5pm**  
WA

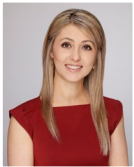
**4pm - 7pm**  
QLD / VIC / NSW

**Online via Microsoft Teams**  
*Link sent upon registration*



### Session 1

Learn from the insights of international and national professionals in the fields of research, health policy, staff engagement, consumer advocacy and lived experience from Australia, the UK and Northern Ireland.



**4:00pm**  
(AEST)

#### Welcome and Acknowledgment

*Dr Tina Janamian, AGPAL Group CEO*



**4:20pm**  
(AEST)

#### What does the research say about the impact patient feedback has on frontline staff?

*Dr James Munro, CEO of Care Opinion UK*



**4:40pm**  
(AEST)

#### Patient stories: Why are they the DNA of a healthcare system?

*Linda Craig, Regional Lead for Patient Client Experience  
Public Health Agency, Northern Ireland*



**4:55pm**  
(AEST)

#### Putting in place a feedback system for the people – bottom-up and top-down

*Andy Phillips, Health Service Executive*



**5:10pm**  
(AEST)

**Integrating Patient-Centered Feedback into Health Governance: Lessons from a Community Advocate, Change Facilitator, and Governance Specialist**  
*Dan Smith, Former Chairman*



**5:25pm**  
(AEST)

**What do staff need to be open and willing to engage in two-way feedback?**  
*Liz Newton, Agency for Clinical Innovation*



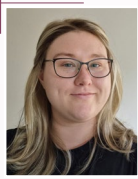
**5:40pm**  
(AEST)

**What do consumers want from a feedback framework?**  
*Clare Mullen, Health Consumers' Council*



**5:55pm**  
(AEST)

**Why you should really CARE about Care Opinion: What being an Executive Director has taught me**  
*Neil Cowan, Armadale Kalamunda Group*

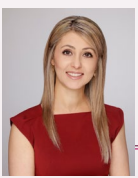


**6:10pm**  
(AEST)

**Who is the feedback system for? My experience influencing change**  
*Monica Tucker, Patient and storyteller*

## Session 2

Join our open discussion to inform the development of a co-designed patient-centred feedback governance framework, hosted by Dr Tina Janamian



**6:25pm**  
(AEST)

**Discussion with speakers and guests to inform the co-development of a co-designed governance model**

**6:45pm**  
(AEST)

**Closing remarks and call for working group members**  
*Dr Tina Janamian, AGPAL Group CEO*

## For more information:

**Visit** <https://www.careopinion.org.au/info/2024-forum>

## To register

E: [conference@careopinion.org.au](mailto:conference@careopinion.org.au)

## Contact us

E: [info@careopinion.org.au](mailto:info@careopinion.org.au) | Ph: 07 3354 4525