



**EPSO Working group and
Forum sessions,
24-25 April, London, UK
Hosted by Care Quality
Commission (CQC), England**

EPSO: European Partnership for Supervisory Organisations in Health Services and Social Care to improve the quality of health care and social care in Europe;
to connect between supervisory organizations and their individual members;
to improve exchange of ideas, outcome of research, information and good practice;
to promote co-operation on topics such as education and dissemination of knowledge.

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Recommended hotel for the delegates: **The Belgrave Hotel**, 80-86 Belgrave road

<http://www.the-belgrave.com/Home>

10 minutes walking distance from the CQC Offices



European Partnership for
Supervisory Organisations
in Health Services and Social Care



Programme

of the

EPSO Working group and Forum sessions, London, England

Hosted by

Care Quality Commission (CQC)-

The independent regulator of health and social care in England

www.cqc.org.uk

at The CQC London Office

2nd floor Room T.206-207

151 Buckingham Palace Road
London
SW1W 9SZ

24-25 April, 2017

Please note:

- The EPSO working group meetings and forum are free of charge and only admissible for delegates selected by EPSO members and for invited guests.
- Travel and accommodation costs are at your own expenses.

This programme is also available on our website: www.epsonet.eu

Main Topics of the EPSO Working group and Forum sessions 24-25 April, 2017:

Working groups topics:

- **Patient and user involvement ;**
- **Integrated care;**
- **Observation;**
- **Risk;**
- **e-Health (extra session)**
- **Effectiveness.**

Forum topics:

- **Regulation and Inspection of General Practitioners Practices;**
- **Multidisciplinary teams of professionals in supervisory practice;**
- **Trust in supervision and methods that contribute to learning and quality improvement;**
- **Incident handling and transparency in supervisory practice.**

Programme Day 1 (Monday April 24th)

09:15-09:30 Welcome to CQC by Charles Rendell, Strategy Manager and Sarah Bickerstaffe, Director of Policy and Strategy, CQC;

09:30-11:00 Patient and user participation (working group 1)

Chaired by Lena Weilandt, Sweden.

Input from CQC: Chris Day, Director of Communications. Talking about how they engage with people that use services, touch on consultation and results from that.

11:00- 11:15 Break for refreshments 15 min.

11:15- 13:15 Integrated care (working group 2)

Start of the new EPSO working group.

Introduced by Richard Hamblin, Director of Quality Evaluation in Health Quality and Safety Commission, New-Zealand, Janet Ortega, Head of Integrated care, CQC, Heleen Buijze, IGZ, The Netherlands ;

13:15 – 14:00 Lunch.

14:00 – 17:00 Observation (working group 3)

Joint chaired by Carien Geertse, The Netherlands / David Frances, Wales.

Input from CQC: Alison Murray, Head of Inspection in adult social care – presentation about how they observe in care home environments using SOFI.

17:00-17:15 closing words by Charles Rendell.

18:45 Walking tour in the city led by Charles Rendell. We gather at the front of the CQC offices.

20:00 Dinner together at the restaurant **Giraffe Southbank centre** (at own cost)

<http://www.giraffe.net/locations/southbank-centre>

(menu: <http://www.giraffe.net/locations/southbank-centre/main-menu>).

Behind the Royal Festival Hall Riverside Level 1, London.

Programme Day 2 (Tuesday April 25th)

09:15 – 09:30 Welcome to Day 2 by David Behan, Chief Executive, CQC.

09:30 – 11:30 Risk (working group 4) I session (continues after Forum)

Co-chaired by Liz Owen, Interim Director of Intelligence, CQC, England and Klas Öberg, IVO, Sweden.

11:30 – 11:45 Break for refreshments.

11:45-15:00 EPSO – CQC Forum and network lunch

Chaired by Klas Öberg, IVO, Sweden

11:45-11:55 Forum introduction and opening words Klas Öberg, IVO Sweden;

Short presentations, interventions and discussions:

11:55 – 12:20 Regulation and Inspection of General Practitioners Practices

(acceptance and improvement):

- **Introduction** – Michele Golden, Head of General Practice Inspection, CQC, England (10 min);
- **Intervention and discussion-** Anne Marie Vangsted, Director general of Danish Patient Safety Authority, Denmark;

12:20 – 12:45 Incident handling and transparency in supervisory practice:

- **Introduction-** Ronnie van Diemen, Inspector General , IGZ, the Netherlands (10min);
- **Intervention and discussion-** Charles Rendell, CQC (15min);

12:45- 14:00 Meet and Greet lunch with CQC senior officers;

14:00- 14:25 Trust in supervision and methods that contribute to learning and quality improvement:

- **Introduction** - Gunilla Hult Backlund, General Director, IVO, Sweden(10 min);
- **Intervention and discussion-** Ronnie van Diemen, Inspector General , IGZ, The Netherlands (15min);

14:25-14:50 Multidisciplinary teams of professionals in supervisory practice:

- **Introduction** - Sabina Wikgren Orstam, IVO, Sweden. (10 min);
- **Intervention and discussion-** Henrik Frosthalm, Deputy head of office at the National Board of Social Services, Denmark (15 min);

14:50 – 15:00 Final words / general discussion, led by Klas Öberg, IVO, Sweden.

15:00 - 16:00 e-Health extra session;

chaired by Tove Gemzell, Sweden.

Input from CQC and preparing for the next working group meeting in Estonia.

16:00 –17:00 Effectiveness (working group 5)

chaired by Riitta Aejmelaesus, Finland / Ian Leistikow, IGZ, The Netherlands.

17:00 -17:15 Closing from CQC - Malte Gerhold, Executive Director of Strategy & Intelligence.