

## PATIENTS IN PARTNERSHIP

30<sup>th</sup> July 2008  
7 p.m. – 9 p.m.

Postgraduate Centre, Mount Vernon Hospital

- 6.30 p.m. Arrival, registration and refreshments
- 7.00 p.m. Welcome and overview of the evening  
*Marie Batey*
- 7.05 p.m. “Treatment Centre update”  
*Karen Blackbond/Melanie Warren*
- 7.20 p.m. “Raising the Bar to improve patient experience”  
*Jacqueline Walker*
- 7.40 p.m. “Raising awareness of fraud in the NHS”  
*Gareth Robins*
- 8.00 p.m. Question time  
*Chaired by: Karen Blackbond*
- 8.50 p.m. Round up and next steps  
*Marie Batey*
- 9.00 p.m. Close of session

### **Dates of 2008 meetings**

3<sup>rd</sup> September 2008  
20<sup>th</sup> November 2008

Education Centre, Hillingdon Hospital  
Education Centre, Hillingdon Hospital

### **Who's Who From The Trust:**

Marie Batey	Director of Patient Experience and Nursing
Karen Blackbond	General Manager, Mount Vernon
Melanie Warren	Redevelopment Project Manager
Jacqueline Walker	Deputy Director for Patient Experience and Nursing
Gareth Robins	Local Counter Fraud Specialist, ParkHill
Catherine Holly	Head of PPI and Patient Experience