

HEALTHWATCH AND PUBLIC INVOLVEMENT ASSOCIATION



THE HAPIA ANNUAL MEETING

Thursday OCTOBER 30th 2014
FRIENDS HOUSE, EUSTON, NW1

HEALTHWATCH CHALLENGE TO PRIMARY CARE BEYOND CHAOS AND COMPLEXITY

10.00 am **COFFEE and REGISTRATION**

11.00 **MALCOLM ALEXANDER**
PATIENTS' POWER IN PRIMARY CARE

KEYNOTE SPEAKERS

11.15 **PATIENT LEADERSHIP IN THE REDEVELOPMENT OF PRIMARY CARE –**
MARC BUSH, DIR OF POLICY & INTELLIGENCE, HEALTHWATCH ENGLAND

11.30 **IS PRIMARY CARE SAFE?**
PETER WALSH, DIRECTOR OF AvMA - 'ACTION AGAINST MEDICAL ACCIDENTS'

11.45 **REFORMING THE NHS COMPLAINTS SYSTEM**
KEVIN HOLTON – NHS ENGLAND

12.00 **EMPOWERING THE COMPLAINANT AND DEVELOPING**
THE ROLE OF THE OMBUDSMAN
MICK MARTIN, MANAGING DIRECTOR – HEALTH SERVICE OMBUDSMAN

12.30 **QUESTIONS AND DISCUSSION**

1.00-1.45 pm LUNCH

HEALTHWATCH AND PUBLIC INVOLVEMENT ASSOCIATION

AFTERNOON SESSION: ELSIE GAYLE IN THE CHAIR, HAPIA

- 1.45 THE CRISIS IN PRIMARY CARE -
Dr JACKIE APPLEBEE, EAST LONDON GP
- 2.15 HEALTHWATCH AND THE LEWISHAM HOSPITAL CAMPAIGN –
MIRIAM LONG, HEALTHWATCH LEWISHAM
- 2.30 COMMUNITY INVOLVEMENT IN PROMOTING HEALTHIER VISION
ROGER CLIFTON – EAST LONDON VISION
- 3.00 MEDICAL JUSTICE–HEALTHWATCH BEYOND THE BARBED WIRE
DR KRISTINE HARRIS – MEDICAL JUSTICE
DR HILARY PICKLES – MEDICAL JUSTICE

3.15 FEEDBACK, QUESTIONS AND DISCUSSION

3.45 ANNUAL GENERAL MEETING AND PLANS FOR
ELECTIONS TO HAPIA STEERING COMMITTEE

THE MEETING WILL END AT 4.30

MALCOLM ALEXANDER
CHAIR,
HAPIA–NATIONAL OFFICE SOUTH
30 PORTLAND RISE
LONDON, N4 2PP
HAPIA2013@AOL.COM
0208 809 6551/ 07817505193

RUTH MARSDEN
VICE CHAIR
HAPIA–NATIONAL OFFICE NORTH
THE HOLLIES
GEORGE STREET
COTTINGHAM
HU16 5QP

WWW.HAPIA2013.ORG.UK