



International Alliance of  
Patients' Organizations

A global voice for patients

# 6<sup>th</sup> Global Patients Congress

## Better access, better health: A patient-centred approach to universal health coverage



## Congress Programme

Macdonald Berystede Hotel, Ascot, UK • 29–31 March 2014



Co-funded by  
the Health Programme  
of the European Union

*“ Most patients’ organizations around the world face similar issues; patient-centred healthcare is radically different from what we have now; together we have a voice.”*

*Lesley Jordan, INPUT Patient Advocacy, UK,  
Delegate at the 5th Global Patients Congress*

With the support of





## About the Congress

IAPO is pleased to share the programme for its 6th Global Patients Congress. This Congress is the global event for patient leaders and others working to improve healthcare systems. The 6th Global Patients Congress will bring together expertise and experience in how to build patient-centred healthcare globally. The Congress provides a global platform for high-level policy debate, knowledge and skills-building as well as opportunities for exchange and networking.



The programme features plenaries with keynote speakers and a range of parallel sessions, including papers submitted through an open call process.

The member day programme will explore how patient involvement can achieve access to healthcare through workshops and interactive forums. The multi-stakeholder programme will explore a patient-centred approach to universal health coverage within three areas: **equity, quality and financing**.

Multi-stakeholder plenary and workshop sessions will explore questions such as:

- What are the barriers to access to healthcare in different world regions?
- What are the principles that promote equity?
- What are the indicators of quality healthcare?
- What is the value of innovation?
- How should healthcare be financed?

### **Better access, better health: A patient-centred approach to universal health coverage**

A key principle of patient-centred healthcare is access to healthcare, but what does this look like? According to IAPO's Declaration on Patient-Centred Healthcare, it must be safe and of high quality, universal (patients must have access to the healthcare services warranted by their condition) and tailored to patients' needs.



These principles are central to the World Health Organization (WHO) definition of universal health coverage (UHC), with synergies between IAPO's work on patient-centred healthcare and global efforts to achieve universal health coverage. The Congress will explore how a patient-centred approach can address the factors that will lead to UHC and consider the patient's perspective.

*"An amazing event that brought together people from around the world! They have a common bond and seem to work together as one. It was an 'even playing field' for all the organizations. That is a rare thing in today's world. It is my sincere hope that IAPO continues its work for a long time. Thanks for bringing these folks together."*

*Penney Cowan, American Chronic Pain Association, USA*

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### ► Keynote speakers confirmed:

- Dr Marie-Paule Kieny, Assistant Director-General, World Health Organization
- Dame Sally Davies, Chief Medical Officer, UK Government
- Sir Michael Hirst, President, International Diabetes Federation



## Congress Programme

### ► Saturday 29 March • IAPO MEMBER ONLY DAY

- 08.00 Breakfast briefing: How to get the most from the Congress
- 09.00 Registration and refreshments
- 09.30 IAPO Annual General Meeting
- 11.00 Refreshment break
- 11.30 **PLENARY SESSION:** Achieving access to healthcare
- 13.00 Lunch
- 14.00 **REGIONAL WORKSHOPS:** Patient involvement in access to healthcare
- 14.45 Feedback from regional workshops
- 15.45 Refreshment break
- 16.15 Building patient involvement in universal health coverage (UHC) globally
- 16.30 World café: Principles on UHC from a patient's perspective
- 17.30 Round up and conclusions
- 17.45 Close of the day
- 18.30 Welcome reception (*All delegates welcome*)
- 20.00 Thank you dinner for Congress sponsors, IAPO Gold industry partners, official Congress supporters and advisory committee members (*At the Royal Berkshire Hotel*)

### ► Sunday 30 March • MULTI-STAKEHOLDER DAY

- PLEASE NOTE:** UK clocks go forward by 1 hour at 01.00 on Sun 30 March
- 08.30 Registration and refreshments
  - 09.30 **OPENING PLENARY SESSION:** Better access, better health
  - 10.30 Refreshment break
  - 11.00 **STREAMED SESSIONS:**
    - E1: Equity** Ensuring access for all
    - Q1: Quality** Challenges in achieving quality healthcare
    - F1: Financing** Healthcare financing in the 21st century
  - 12.30 Lunch
  - 13.30 **STREAMED SESSIONS:**
    - E2: Equity** Patient-led initiatives for patient-centred healthcare
    - Q2: Quality** Patient safety: the impact of patients in improving quality of care
    - F2: Financing** Access to healthcare – who decides?
  - 15.00 Refreshment break
  - 15.30 **PLENARY SESSION:** Breaking barriers to access
  - 17.30 Close of the day
  - 19.00 Congress gala dinner

### ► Monday 31 March • MULTI-STAKEHOLDER DAY

- 08.00 Registration and refreshments
- 09.00 **STREAMED SESSIONS:**
  - E3: Equity** Patient empowerment: A vision for the future
  - Q3: Quality** Measuring quality through patient-centred indicators
  - F3: Financing** Universal health coverage: A patient-centred vision
- 10.30 Refreshment break
- 11.00 **CLOSING PLENARY SESSION:** Engaging patients to achieve universal health coverage
- 13.00 Lunch and close of Congress

### ► How much is it to register to attend the Congress?

To thank our members for their continued commitment to IAPO, we are pleased to offer all member organizations **ONE FREE delegate place** at the Congress (subject to availability). All subsequent delegate requests will be placed on a waiting list and offered a place if room is available. Registration fees for subsequent delegates and invited guests vary depending on the type and income level of the organization.

Delegate Type	Early Bird Discount 1: 20% off – book and pay on or before Fri 1 Nov 2013	Early Bird Discount 2: 10% off – book and pay on or before Fri 31 Jan 2014	Standard Fee
All IAPO members – first participant only	FREE	FREE	FREE
Subsequent participants from IAPO members with income ≤ US \$1,000,000	£160	£180	£200
Subsequent participants from IAPO members with income ≥ US \$1,000,001	£400	£450	£500
Invited guests – not for profit / academic	£560	£630	£700
Invited guests – for profit	£1,600	£1,800	£2,000

“Truly inspiring stories showing the impact of the voice of patient organisations, especially when working together.” (*Tweet on the 5th Global Patients Congress*)

“It was superb because it provided an opportunity to get cross-fertilization of ideas with regard to amplifying the patient voice. Further to this I was able to network with individuals from organizations that are implementing programmes that may be beneficial to or complement our activities.”  
Ellos Lodzeni, Patient and Community Welfare Foundation, Malawi

### Sponsorship and exhibition opportunities

IAPO welcomes interest in supporting and participating in the Congress from a wide range of organizations and individuals. We have many different packages to suit all budgets and would be happy to tailor a bespoke package for you. View our sponsorship prospectus at: [www.globalpatientscongress.org](http://www.globalpatientscongress.org). For further information please contact Rebecca Johnson by phone on +44 20 7250 8281 or by email at: [rebecca@patientsorganizations.org](mailto:rebecca@patientsorganizations.org).



# Travel Guide



## Accommodation

The Congress venue, the Macdonald Berystede Hotel in Ascot, near London, is a four-star hotel surrounded by beautiful landscaped gardens. The Berystede has worked hard to accommodate the requirements of participants at the IAPO Congress with disabilities and is refurbishing some of its guestrooms to make them more accessible for guests, whilst retaining its wonderful Old English country manor appeal. The venue is fully accessible to wheelchair users and guide dogs are welcome to stay free of charge. Room service is available 24 hours a day, while Wi-Fi throughout the hotel and onsite parking are complimentary.

## Booking your accommodation

Delegates are required to book their own accommodation directly with the Macdonald Berystede Hotel. Rooms are priced at £99 per night (reduced from £126) and are reserved on a 'first come, first served' basis, so you are advised to book as early as possible. In case of oversubscription, IAPO has arranged for the same room rate to be offered to delegates at other nearby hotels. Details of how to book your accommodation will be sent to you upon your successful registration for the Congress.

**Please note that the Congress venue is not a central London venue.** If you do not choose to stay at this venue, you are advised to stay at another hotel in or near Ascot. Please check travel routes and journey times to the Berystede from your chosen hotel in advance. It is not advisable to stay at a central London hotel as your travel time between hotel and venue could be over an hour.

## Travel information

Access to the Macdonald Berystede Hotel is very easy by car or from London Heathrow Airport, which is just 15 minutes away. IAPO expects to operate a free shuttle service to and from the airport (Congress delegates will be sent further details nearer the event date). Alternatively, the nearest train station is Ascot, approximately 2km away, from where taxis can be arranged.

## Visas

Some visitors to the UK will require a visa. We recommend that all delegates check their individual country visa requirements as soon as possible. Please see: [www.ukvisas.gov.uk/en/doineedvisa](http://www.ukvisas.gov.uk/en/doineedvisa). IAPO can provide letters of invitation if necessary. Please indicate your need on the registration form or email your request to us at: [info@globalpatientscongress.org](mailto:info@globalpatientscongress.org).

*"Great opportunity to meet new and existing contacts, to learn about the latest initiatives in patient-centred healthcare and to share information about our programmes and work. I am hoping to work more closely with IAPO's African network, thinking of potentially valuable ways to collaborate."*

*Anna Lee, Patients for Patients Safety, World Health Organization*

# Frequently Asked Questions

## 1. Who will attend?

The diversity of IAPO's membership makes it such a powerful voice for patients. As well as patients and patient representatives, you can expect to meet a wide range of healthcare stakeholders at the Global Patients Congress, including healthcare professionals, academics, representatives of governmental organizations and healthcare agencies.

## 2. How do I register to attend the Congress?

Conference attendance is currently open to IAPO members and invited guests only. You can register online at: [www.globalpatientscongress.org](http://www.globalpatientscongress.org). (If you are unable to complete an online registration form, please email us at [info@globalpatientscongress.org](mailto:info@globalpatientscongress.org) for assistance.)

## 3. What is included in the Congress registration fee?

The registration fee includes entry to the Congress sessions, lunch and refreshments on all days of the Congress, a Congress delegate pack, welcome reception and Congress Gala Dinner. Please note that registration fees do not cover travel to or from the Congress, accommodation or any incidentals.

## 4. Can I get funding to attend?

One delegate from each IAPO member organization can apply for the IAPO Congress Bursary, which will be open until **30 September 2013**. There are limited places available on the Congress Bursary and we cannot guarantee that all applications will be successful. IAPO members receiving a bursary from IAPO will do so on the understanding that this is to facilitate the attendance of one representative of their organization.

## 5. How is the Congress funded?

The Congress receives sponsorship from a number of sources, including IAPO's healthcare industry partners, the not-for-profit sector, academic institutions and IAPO members. The registration fees are also used to cover the costs of the Congress.

## 6. How can I support the Congress?

IAPO would gratefully receive any contributions towards the Congress, either in a sponsorship capacity or through

donations to the Congress Bursary fund, which supports all or some of the costs of attendance for IAPO members who would not otherwise be able to participate. To view the sponsorship prospectus or to make an online donation to the Bursary fund, go to: [www.globalpatientscongress.org](http://www.globalpatientscongress.org).

## 7. Can I bring more than one delegate to the Congress?

One representative from each IAPO member organization can attend (subject to availability). All extra representatives, regardless of organization income, will be placed on a waiting list and registered on a 'first come, first served' basis. Other stakeholders are by invitation only.

## 8. Will my special requirements be catered for?

If you have any special dietary, access or other needs, please let us know before the event by submitting your relevant details on the online registration form or by emailing us at [info@globalpatientscongress.org](mailto:info@globalpatientscongress.org). We will do our best to accommodate your needs.

## 9. Will I get the opportunity for sightseeing?

IAPO may run a sightseeing trip to a local attraction on 31 March after the Congress has closed if there is sufficient interest. Please indicate your interest on the registration form (please note that there will be an extra fee for this trip if it goes ahead). Otherwise, the Berystede's concierge desk would be happy to organize an individual trip for you, which can be arranged upon check-in.

## 10. Who can I contact if I have further questions?

If you have any further questions about the Congress, please do not hesitate to contact the Event Coordinator by email at [info@globalpatientscongress.org](mailto:info@globalpatientscongress.org) or by phone on +44 1932 429610. (*Please note that this number is monitored on Tuesdays and Thursdays only. Voicemail messages are checked at the end of every working day.*) Alternatively, you can call the main IAPO office on +44 20 7250 8280.

## 11. How can I keep up-to-date with the Congress?

Join the discussions! For the latest information on the Congress, 'like' IAPO on Facebook and follow us on Twitter.

 /internationalallianceofpatientsorganizations  
 /IAPOtweets      Congress hashtag: #GPC2014



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