

HDC CONFERENCE 2017

Consent, Culture and the Consumer Experience

13 November 2017

Te Papa, Wellington

8.30-8.50am	Registration
9.00am	Introduction <i>Meenal Duggal – Deputy Health and Disability Commissioner</i>
Plenary sessions	
9.10am	Of patterns, systems and consumer focus <i>Anthony Hill, Health and Disability Commissioner</i>
9.50am	Why customer experience matters, and what helps create good experiences <i>Gareth Parry, Partner at PwC</i>
10.30am Morning tea	
11.00am	Panel: Current issues in Mental Health and Addiction Services in NZ <i>Kevin Allan, Mental Health Commissioner</i> <i>Shaun Robinson, Chief Executive, Mental Health Foundation</i> <i>Dr Sue Hallwright, Health and Disability Strategist</i>
12.20pm Lunch	
Breakout sessions	
1.20pm	Breakout sessions A. The in-house advisor experience - insights and learnings <i>Dr Dave Maplesden</i> B. The Nationwide Health & Disability Advocacy Service: Resolving complaints between the parties. <i>Jessica Mills, Director of Advocacy, Randal Southee, Chairperson, National Advocacy Trust</i> C. Health service design for the disabled consumer <i>Rose Wall, Deputy Health and Disability Commissioner, Dr Pauline Boyles, Senior Disability Advisor Capital and Coast DHB, Esther Woodbury, Disabled Persons Assembly, Latoa Halatau, Vision Pacific</i>
2.05pm	Breakout sessions A. The in-house advisor experience - insights and learnings <i>Dr Dave Maplesden</i> B. Clinical negligence and the threshold for professional discipline <i>Kerrin Eckersley and Jane Herschell</i> C. Patterns and predictions – analysis of complaints data <i>Natasha Davidson, Senior Advisor - Research & Education, Jane King, Associate Commissioner Legal</i>
2.45pm Afternoon tea	
3.15pm	Things that matter <i>Dr David Galler, Intensive care specialist at Middlemore Hospital and author</i>
4.00pm	Final words <i>Meenal Duggal, Deputy Health and Disability Commissioner</i>