



WHO Global Patient Safety Webinar Series

Patient engagement for patient safety

The webinar will explore how engaging patients and families is driving improvements in patient safety and overall health outcomes. It will showcase real-world examples — from national policy initiatives to grassroots community efforts.

Join us to hear diverse global perspectives, highlighting practical strategies, common challenges, and opportunities to build stronger, more meaningful partnerships with patients and families across health systems.



Sir Liam Donaldson
WHO Special Envoy for Patient Safety



Dr Blerta Maliqi
*Unit Head
Patient Safety and Quality of Care
WHO HQ*



Prof Daphne Kaitelidou
*University of Athens,
President, Agency for Quality
Assurance in Health S.A.
Greece*



Ms Mecciya Majrashi
*Senior Specialist,
Patient Empowerment
Saudi Patient Safety Center*



Ms Ruth Nankanja
*Founding Director
Sickle Cell Association
Uganda*



Ms Josie Liow
*Co-Chair, SingHealth Patient
Advocacy Network
Singapore*



Ms Sue Sheridan
*Founding Member
Patients for Patient Safety US*

Agenda	
12:00-12:03	Welcome <i>Dr Blerta Maliqi, Unit Head, Patient Safety and Quality of Care, WHO HQ</i>
12:03-12:05	Patients for Patient Safety Video
12:05-12:15	Setting the scene <i>Sir Liam Donaldson, WHO Special Envoy for Patient Safety</i>
12:15-12:22	Bringing patient voices to the policy table <i>Prof Daphne Kaitelidou, University of Athens, President, Agency for Quality Assurance in Health S.A., Greece</i>
12:22-12:29	Empowering patients in day-to-day care: Lessons from the frontlines <i>Ms Mecciya Majrashi, Senior Specialist, Patient empowerment, Saudi Patient Safety Centre</i>
12:29-12:36	Patient and community-led change <i>Ms Ruth Nankanja, Founding Director, Sickle Cell Association, Uganda</i>
12:36-12:43	From caregiver to advocate: A story of empowerment <i>Ms Josie Liow, Co-Chair, SingHealth Patient Advocacy Network (SPAN), Singapore</i>
12:43-12:50	Connecting the dots <i>Ms Sue Sheridan, Founding member, Patients for Patient Safety US</i>
12:50-12:55	Poll <i>Dr Blerta Maliqi, Unit Head, Patient Safety and Quality of Care, WHO HQ</i>
12:55-13:25	Panel discussion and Q and A <i>Moderator: Sir Liam Donaldson, WHO Special Envoy for Patient Safety</i>
13:25-13:30	Conclusion and closing remarks <i>Dr Blerta Maliqi, Unit Head, Patient Safety and Quality of Care, WHO HQ</i>