

Enhance patient and family engagement for the provision of safer health care

Meeting Report

5-6 February 2019, Lisbon

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1 Executive summary

Patient safety is a global public health issue. Providing safer health care necessitates global leadership, intensive efforts and a commitment to learning from errors and patients' experiences. Engaging patients and families who have experienced harm can provide unique and valuable insights and learning to improve safety. Patients' and health-care users' experiences and perspectives are needed to accelerate patient safety efforts at all levels of health systems and services.

This expert consultation was being organized to gather inputs from experts including Patients for Patient Safety Champions on developing strategic approaches and priority interventions to strengthen WHO Patients for Patient Safety (PFPS) Programme. During the consultation, the expert group discussed on what has been achieved in the past, build on previous gains, focus on what has not been achieved or needs to be strengthened, deliberate on different perspectives, share views, and agree on further steps, aligned with PFPS Programme. The expert consultation introduced the draft WHO Patient and Family Engagement Framework. The input from key international experts, will aid in defining a new global vision, strategic directions, priority interventions and deliverables at international, national and local level for enhancing patient and family engagement in the provision of safer health services and improved patient safety which also enables countries to achieve universal health coverage.

Session 1: The purpose of this session was to set the scene for the two days consultation and outline the history and status of Patients for Patient Safety. The session outlined the background and developments of the network while also highlighted possible future strategies to promote the network, patient safety and patient engagement. The London Declaration has been and continues to be the set of values that have guided the members of the Global Network on their advocacy duties. The PFPS Programme has articulated its vision around the London Declaration.

Session 2: A Global Vision. This session addressed the future of the WHO Patients for Patient Safety. The session gave the possibility to share ideas, knowledge and experience that could support a global vision and strategic directions for strengthening PFPS Programme.

Session 3 introduced the updated, draft WHO Patient and Family Engagement Framework. The consultation provided a number of comments and guidance to the Framework, which WHO will follow-up on.

Session 4, training and capacity building for WHO PFPS Champions was discussed. The session highlighted the importance of capacity building activities for WHO PFPS Champions and the need for continuously focusing on these activities. The inputs from the session will be used for future development of the training and capacity building activities.

In conclusion, WHO thanked all the participants for the great contribution to consultation and will take all the different recommendations and inputs on-board in the future development of Patients for Patient Safety Network.

2 Consultation proceedings

2.1 Introduction

Patient safety is a global public health issue. Providing safer health care necessitates global leadership, intensive efforts and a commitment to learning from errors and patients' experiences. Engaging patients and families who have experienced harm can provide unique insights and learning. Patients' and health-care users' experiences and perspectives are needed to promote patient safety efforts at all levels of health systems and services. It is therefore essential to ensure that their voice is heard in health care.

The WHO *Patients for Patients Safety (PFPS) Programme* was established in 2005 with its first workshop held in November 2005, in London. Its vision, expressed in the London Declaration, is to engage, empower, encourage and facilitate patients and families to build and/or participate in global network advocating for, and partnering with health professionals and policy-makers to make health-care services safer, more integrated and people-centred. From inception, the programme has supported a global network of PFPS Champions, who advocate positively for patient engagement in patient safety improvement efforts and beyond at international, national and local levels.

The goals of PFPS Programme are to:

- Facilitate efforts to engage and empower patients, families and communities to play an active role in their own care;
- Bring the voices of patients and people to the forefront of health care; and
- Create an enabling environment for partnerships between patients, families, communities and health professionals.

PFPS Global Network started with 21 PFPS Champions who were selected to attend the first Patients for Patient Safety Workshop which took place in London, United Kingdom in November 2005. Their collective voice and passion to make a change in health care led to the London Declaration. Today the PFPS Global Network has over 300 Patients advocates over 53 countries, advocating for safety improvements worldwide.

More than ten years since the PFPS Programme's inception, the programme has broadened and its mission has widened to include engagement for people-centredness and universal access and quality care for better and safer health outcomes.

2.2 Aim of the Consultation

This expert consultation was organized to gather inputs from experts including PFPS Champions on developing strategic approaches and priority interventions to strengthen WHO Patients for Patient Safety (PFPS) Programme. During the consultation, the expert group discussed on what has been achieved in the past, build on previous gains, focused on what has not been achieved or needs to be strengthened, deliberated on different perspectives, and agreed on further steps. The expert consultation introduced the draft WHO Patient and Family Engagement Framework. The

input from the key international experts, will aid in defining a new global vision, strategic directions, priority interventions and deliverables at international, national and local level for enhancing patient and family engagement in the provision of safer health services and improved patient safety which also enables countries to achieve universal health coverage.

Objectives of the consultation

- To review the scope of the previous gains, ongoing efforts and further steps in *PFPS programme*, with particular attention given to the engagement of *PFPS Champions*;
- To collect a range of ideas, knowledge and experience that would support the development of a global vision, strategic directions and priority interventions for strengthening *PFPS programme* with the goal to enhance patient and family engagement in the provision of safer health services and improved patient safety.
- To discuss the approaches for training and capacity building for *PFPS Champions* in order to promote leadership and involvement in patient safety and beyond;
- To develop and agree on a structure of a joint implementation plan for strengthening and improvement initiatives.
- Introduce the draft WHO Patient and Family Engagement Framework

Expected outcomes

- Structure inputs, different perspectives, views and information from experts in developing strategic directions and priority interventions;
- Outline and develop concrete further steps and key elements to be included in the programme;
- Develop a range of approaches to engage *PFPS Champions* and to facilitate constant engagement, empowerment and support;
- Finalize and agree on the defined mechanism and implementation plan for strengthening the *PFPS programme*.

Day I

2.3 Welcome session

Vice-Rector, Professor José Fragata, Universidade Nova de Lisboa, welcomed all to Lisbon and highlighted the importance of working on patient safety and patient engagement in healthcare. Sir Liam Donaldson, WHO Envoy for Patient Safety, and Dr Neelam Dhingra-Kumar, Coordinator Patient Safety and Risk Management Unit, WHO, HQ, introduced the programme work and aim of the consultation. Dr Paulo Sousa, National School of Public Health, Lisbon, also welcomed all participants to this consultation.

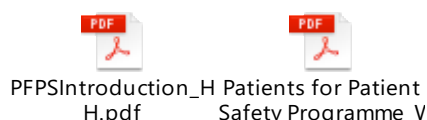
2.4 Session 1: WHO Patients for Patient Safety – setting the scene

In this session the genesis of the PFPS Programme was presented by Helen Haskell, patient advocate and Katthyana Aparicio from WHO-HQ. The presentations outlined the background and developments of the network and also highlighted possible future strategies in order to promote the network, patient safety and patient engagement. It was discussed and agreed that The London

Declaration– has articulated the vision of the PFPS Global Network – from the establishment to now. The challenge is now how to develop the network further.

The Session also stated that the Patients for Patient Safety Network is in 53 countries and around 300 Champions across the world. Furthermore, the need for the work of the network is crucial, as health systems across the world are facing constraints in delivering the safest care possible.

See attachment for presentations.



After the presentations, there was a round-table discussion (See the summary in table 1) with examples and perspectives from across the world on how the Patients for Patient Safety has promoted the role of patients in making health care safer (e.g. by some of the capacity building activities the network has done previously) as well a discussion about the future of the network (the amount and access to resources was flagged as an area that needs improvement).

2.5 Session 2: Building a Global Vision

This session addressed the future of the WHO Patients for Patient Safety Programme. The session gave the possibility to share ideas, knowledge and experience that could support a global vision and strategic directions for strengthening PFPS Programme with the aim to enhance patient and family engagement in the provision of safer health services.

Overall, the aim of the session was to provide recommendations and ideas for actions to strengthen the WHO PFPS Programme. All were asked to discuss and brainstorm on how to strengthen the work of PFPS by discussing what is working well, what can be improved and what can be the key actions? This also included a discussion on roles and responsibilities as well as roles of the Advisory group and network, and if the network need to be expanded.

The participants were divided into groups and the following themes can be derived:

Table 1: Ideas and recommendations to strengthen WHO PFPS Programme.

Themes	Feedback from groups
Vision / mission	<ul style="list-style-type: none">• Use London Declaration statement as guiding star• Safe care, everywhere, every time• We all have a role to play• PFPS Programme can help patients advocates to identify areas of action
Communication	<ul style="list-style-type: none">• Communication tools<ul style="list-style-type: none">➤ Communication key messages➤ 1 pagers

	<ul style="list-style-type: none"> ➤ Slides deck ➤ Speaking notes ➤ Promotion tools for WHO Global Patient Safety Challenges • Campaigns <ul style="list-style-type: none"> ➤ 17th september – patient safety day ➤ 6th June – what matter to you day • Resources and actions <ul style="list-style-type: none"> ➤ EZ-collab (Online platform of the Community of Practice) <ul style="list-style-type: none"> - Identify Champions to modify postings and engage in EZ-collab • Active communication at all levels of governance
Common identity	<ul style="list-style-type: none"> • Identity – who are WE (Patients for Patient Safety Champions – we all have a role to play (internal), we are independent patients advocates, we collaborate with WHO for patient’s voice be incorporate in the healthcare process • PFPS Champions– recognized by policy, practice and standards • Emphasize that the patient experience of harm is the same across borders. (
Infrastructure – driving patient and family engagement	<ul style="list-style-type: none"> • Patient and Family Engagement Framework • Patient and family representatives at board of director level • WHO PFPS Programme, Network and regional and country representatives/leads – this has an infrastructure for driving patient and family engagement • Council for patient and family representatives
Capacity building	<ul style="list-style-type: none"> • Build capacity for Patients Champions to be able to advocate positively (e.g. basic understanding of advocacy, advocacy activities, deliver speeches at conferences, meetings, learn on how to engage with local authorities, etc. • WHO Package of information • Local governments and organization
Engagement at different levels	<ul style="list-style-type: none"> • Patient Safety governance • Active governance inclusion at all levels
WHO Patient Safety and Risk Management	<ul style="list-style-type: none"> • Structure and roles to be confirmed/ re-confirmed in relation to PFPS AG and Network as well as other WHO key stakeholders • Collaborating centres – e.g. CPSI <ul style="list-style-type: none"> ➤ Provide coordination support and advice to global patients for patient safety champion network <ul style="list-style-type: none"> ○ Provide coordination and secretariat support ○ Provide expert advice and capacity building ○ Contribute to the Community of Practice exchanges (EZ-collab)

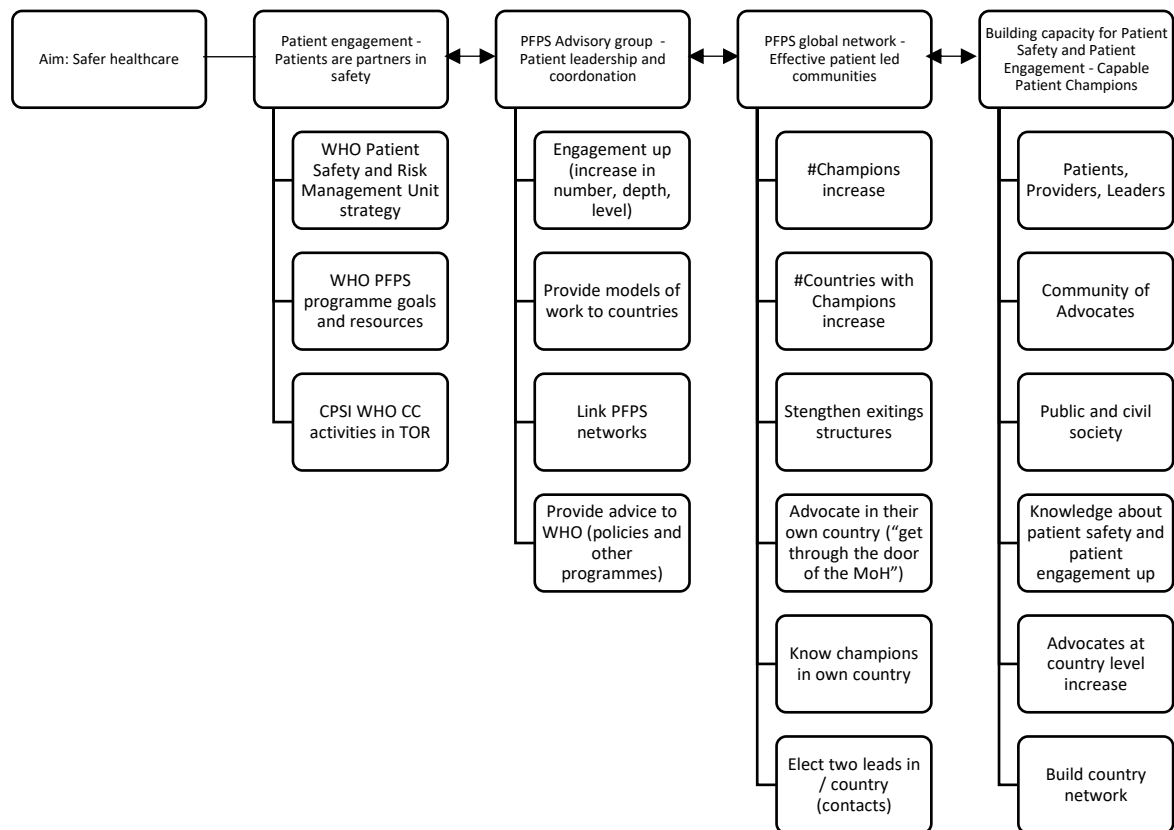
PFPS Group	Advisory	<ul style="list-style-type: none"> • Discuss further its Legal status <ul style="list-style-type: none"> ➢ Formal WHO advisory group? Other? • Confirm strategic priorities, goals and actions of PFPS – align with WHO priorities (increase patient engagement for patient safety) • Leverage EB / WHA resolution • Support Medication without harm campaign • Promote Patient and Family Engagement Framework • Clarify its function <ul style="list-style-type: none"> ➢ Establish and approve TOR (AG and PFPS network) ➢ Confirm and clarify roles and obligations ➢ Orientation, capacity and skill building for AG and PFPS network • Explore ways to leverage existing resources and expand the pool of resources
Network Community	-	<ul style="list-style-type: none"> • Online community – include opinion shapers and influencers • Patient and family Advisory Committees, eg. at healthcare/facility level • Community (network) engagement – internal/external • Opportunity for sharing – areas of expertise
Financing		<ul style="list-style-type: none"> • How to handle financing • WHO funding mechanism <ul style="list-style-type: none"> ➢ Specific for programmes/areas of work, for example patient safety ➢ Unearmarked funds go to WHO and PFPS might or might not be considered as a priority area ➢ To explore additional funding options and how to better leverage existing resources
Measures for success		<ul style="list-style-type: none"> • WHO Member States to establish focal points for PFPS • Sustainability <ul style="list-style-type: none"> ➢ Advisory group – increased level of engagement in WHO policy and programmes • Network – Increased number of champions, infrastructure • Building capacity – increased knowledge about patient safety, readiness, increase advocates – friends of PFPS (universities etc.) • Baseline measures <ul style="list-style-type: none"> ➢ # of incountry PFPS networks ➢ # of active PFPS advocates ➢ # of activities by PFPS advocates in support of WHO priorities <ul style="list-style-type: none"> ○ Dissemination and promotion of Global patient safety challenge ○ Dissemination and promotion of patient and family engagement framework ➢ Attract new champions and provide guidance and training on the PFPS Programme

	➤ Improved patient safety through patient engagement – measures and case studies
Other issues - synergy	<ul style="list-style-type: none"> • Patient Safety Assessment Tool. This tool is framed around 5 patient safety essential functions and one of them is patient engagement. The tool is developed to be utilized at the health system and health facility levels.

Questions	Recommendations
Who are we?	<ul style="list-style-type: none"> • Advocates for patient safety and beyond • Provide support to countries • National council of patient advisors • Advocacy function and often provide support to WHO providing the patient's perspective in the design of frameworks and other documents aiming to support countries to incorporate patient and family engagement in their policies.
Who is the advisory group	<ul style="list-style-type: none"> • Members of the PFPS • Experienced patients advocate actively engaged in their countries • Leaders or people who have demonstrated leadership • Connected within country and knows country health system • Patient representatives of the PFPS Global Network in the WHO regions • Invited as experts
Role of the WHO secretariat	<ul style="list-style-type: none"> • Support the work of Patients for Patient Safety Advisory Group and Network • Allocate resources when possible or mobilize them. Discussion around the possibility to allocate or find resources that can only be used for the PFPS programme and network • Help to establish new PFPS groups at country level • Provide guidance and support for countries to demonstrate impact of patient engagement in patient safety (may link to funding)
What is working well	<ul style="list-style-type: none"> • London declaration • PFPS brand • EB WHA Resolution • Jakarta declaration • Tokyo declaration • Global Challenges • Perth Declaration for Patient Safety
What can be improved	<ul style="list-style-type: none"> • PFPS advisory group – succession planning, sustainability • Platform for champions • PFPS network – increase its visibility • Develop guidance materials

	<ul style="list-style-type: none"> • Regular webinars / case studies and stories that highlight and spread the impact of Champions on safety • Building capacity – meetings by the Champions • WHO Country office engagement • Member Countries' Ministry of Health engagement
What are the key actions	<ul style="list-style-type: none"> • An introduction package – information to new champions • Training and communication skills • Each country has active PFPS champions • Global Survey for Champions to assess their needs, understand their activities, evaluate impact and explore opportunities • Face to face meeting of the PFPS Advisory Group every 2 years

Furthermore, based on all the different inputs from the group discussions, the group also highlighted the following (reverse) logic model around Patients for Patient Safety, highlighting the aim and different inputs, structures and activities (some existing and some to be developed and/or revised), that help to reach the overall aim.



All these inputs will be used for an updated first draft for a concept for a new global vision for Patients for Patient Safety.

3 Day II

Introduction to day II was a number of great presentations from the National School of Public Health, Lisbon. The presentations focused on engaging patient and families on their own care, patient safety work and patient innovation. The presentations are attached herewith.



Univeristy of
Lisbon_Presentation

3.1 Session 3: WHO Patient and Family Engagement Framework

WHO introduced the updated draft WHO Patient and Family Engagement Framework – see the presentation here attached for more information. The draft Framework has been developed over a long period of time.



Introduction_Patient_Engagement_Frarr

The group noted several issues:

- Who is the target audience of the Framework, and the purpose of the document, how will they use the document? e.g. policy makers, organizational leaders, patient safety advocates, health care professionals and providers.
- It was also noted that there should be a thorough description of the history/timeline of relevant WHO resolutions and/or events relevant for this topic.
- The evidence section should be updated with relevant literature.
- One group also noted the importance of having clear definition of what patient and family engagement is – that it includes the whole continuum of care, that the terminology needs to be clearer, e.g. on the concepts in the document – awareness, participation, engagement, co-creation, empowerment.
- There was also a discussion around the limitations of the Framework – should it be a framework for engaging patients for patient safety? And thereby have a vision of for the document to influence patient groups and policy makers, governments for engaging in patient safety. This should be linked with the London declaration.
- It was also pointed out that hospital level was not included with examples.

During the Consultation, it was also agreed that WHO will go back and analyze the 45 interviews/survey done previously. This can also help shape the document and update the Framework to be even more action-oriented. Furthermore, it was also agreed that WHO will look further into the details of the patient and family engagement framework of the Moore Foundation.

It was agreed, that all members should send their track-change-comments to the document by end of February 2019.

3.2 Session 4: Training and capacity building for WHO PFPS Champions

In Session 4, training and capacity building for WHO PFPS Champions was discussed. Several key questions were discussed, see the table below. The discussion highlighted the importance of capacity building activities for WHO PFPS Champions and the need for continuously focusing on these activities. The inputs from the session will be used for future development of the training and capacity building activities.

Theme/Questions	Feedback from PFPS
<ul style="list-style-type: none"> • What has worked well so far in PFPS training and capacity building work? • 	<ul style="list-style-type: none"> • Understand patient safety – capacity building for patients and sometimes providers were not ready to engage with patients. • Healing and community building (in-country and with global community) • Identifying tangible solutions for improvement • Find common ground, build relationships among all participants (patient, provider, leader) •
<ul style="list-style-type: none"> • Where have activities beyond workshops worked well? Why? 	<ul style="list-style-type: none"> • Increased collaboration through understanding the role of WHO, PFPS Champions in other countries, and others • Inspire and engage local leaders (providers, policy makers, patient champions) to initiate and/or continue the work (e.g. training, follow-up workshops, projects) • Countries would appreciate support to follow up after the workshop (in addition to the community of practice, newsletter)
<ul style="list-style-type: none"> • Where have workshops worked well? Why? 	<ul style="list-style-type: none"> • WHO worked with and helped local healthcare institutions linked to ministry of health implement and sustain structures and programs for patient engagement in patient safety • E.g. training module, legal framework for protecting patients, medical devices, training to students • The workshop model evolved in time • WHO offers them on request if there is enough readiness to engage • Host countries needed to fundraise for workshops • Countries struggle to maintain membership/ engage Champions, monitor activities and impact, communicate with the global community
<ul style="list-style-type: none"> • If you belong to other groups working on patient safety or quality, what have we learned from them that can help us make PFPS work successfully? 	<ul style="list-style-type: none"> • Universities, researchers, academics (Monarch, Australia; BMJ; Conferences) – research (support researchers engage patients) • Conferences – introduce PFPS and local Champions • Accreditation, licensing, standard setting bodies – ISQua, Medical Association • Community (public) engagement • Patient organizations – IAPO, disease organizations (concern about funding from pharma) • Policy makers • Patient safety and quality organizations
<ul style="list-style-type: none"> • What are the priority content areas where training and capacity 	<ul style="list-style-type: none"> • How to deliver effective messages about who is PFPS and Champions, our work and impact • London Declaration, existing WHO programs • How organizations and patients can effectively partner in improving patient safety policies and programs

<p>building is most needed?</p>	<ul style="list-style-type: none"> • How Champions and Organizations can increase awareness and engage communities in patient safety • What are the required skills and competencies of Champions (e.g. sharing stories, making presentations, how to engage governments, explain patient safety plainly, how to speak to media) • How to recruit, orient, and engage patient champions • Compile existing key resources from WHO (in a core set of slides) • Learn from TWINNING (mentoring from peer programs)
<ul style="list-style-type: none"> • What do you think are the priority areas for training or capacity building that PFPS should work on first? And what can wait? 	<ul style="list-style-type: none"> • Online training • Tool to assess readiness • Provide guidance to countries • DUNBAR 150¹ • ACTION: use a list of countries with patient groups, number of champions per country, and with workshops as baseline (18 countries, 225 Champions). • Resource available: webinar platform CPSI-WHO CC • Content: Med Safety Challenge, Global Patient Engagement Framework, about PFPS (maintaining the brand, integrity), resources for existing PFPS champions (e.g. strengthen membership, processes); preventing harm • Purpose of capacity building: increase the number of champions (using proper recruitment), strengthen the capacity of current champions and in-country networks; capacity building of champions AND of the systems supporting those champions (where the Champions will engage) so there is an environment in the country where patients can partner effectively • Discussion around who is PFPSC (anyone or someone who impacted by unsafe care): need to revisit the criteria for membership? How much “freedom” do countries have in deciding who joins (e.g. ratio of patients to providers)? Relevant to consider “quantity vs quality” – aim for high number of engaged Champions. • Need to define what we mean by patient • Need to track the type of requests WHO receives for engaging patient partners and the support needed for effectively engagement; Need to define a process for matching Champions with requests

¹ **Dunbar's number** is a suggested cognitive limit to the number of people with whom one can maintain stable social relationships—relationships in which an individual knows who each person is and how each person relates to every other person. Dunbar proposed that humans can comfortably maintain 150 stable relationships. https://en.wikipedia.org/wiki/Dunbar%27s_number

	<ul style="list-style-type: none"> • WHO goal is to have at least 2 champions in each member country • Identify organizations that are currently engaging in partnerships with patients and invite them to work with PFPS Champions in that particular country (to auspice and advance PFPS aims/goals).
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3.3 Session 5: Joint plan and next steps

- WHO thanked for all inputs, recommendations, honest and in-depth discussion throughout the two days. All the different elements will be used for the future work and shaping of the Patients for Patient Safety Programme including the PFPS network.

4 Meeting agenda

Day 1 – Tuesday, 5 February 2019	
08:30 – 09:00	Registration
09:00 – 09:30	<p>Welcome to the Expert Consultation</p> <ul style="list-style-type: none"> • Vice-Rector, Profesor. José Fragata, Universidade Nova de Lisboa <p>Introduction to the Programme of Work and aim of the consultation</p> <ul style="list-style-type: none"> • Chair Sir Liam Donaldson, WHO Envoy on Patient Safety • Dr Neelam Dhingra-Kumar, WHO, HQ • Dr Paulo Sousa, National School of Public Health, Lisbon
Session 1: WHO Patients for Patient Safety – setting the scene	
09:30 – 10:15	<p>The history and status of Patients for Patient Safety Programme, including aim, structure and key milestones</p> <ul style="list-style-type: none"> • Katthyana Genevieve Aparicio Reyes, WHO • Helen Haskell, Chair of Patients for Patient Safety
10:15 – 10:45	Coffee break
10:45 – 11:30	<p>A journey of a patient advocate</p> <ul style="list-style-type: none"> • Roundtable – examples from around the world • Chair Sir Liam Donaldson
11:30 – 12:30	<p>Plenary discussions of history and status of the Patients for Patient Safety - Successors and challenges with a focus on the scope of the previous gains and ongoing efforts of the PFPS Programme</p> <ul style="list-style-type: none"> • Chair Sir Liam Donaldson
12:30 – 13:30	Lunch
Session 2: Building a global vision	
13:30 – 15:30	<p>Group work: Ideas, knowledge and experience that could support a global vision and strategic directions for strengthening PFPS Programme with the aim to enhance patient and family engagement in the provision of safer health services</p> <ul style="list-style-type: none"> • Introduction by Simon Peitersen
15:30 – 16:00	Break

16:00 – 17:45	Plenary follow-up on workshop session – presentation and discussion based on group discussions <ul style="list-style-type: none"> • Chair Sir Liam Donaldson
17:45 – 18:00	Closing of Day 1 <ul style="list-style-type: none"> • Sir Liam Donaldson • Dr Neelam Dhingra-Kumar

Day 2 – Wednesday, 6 February 2019

08:30 – 09:00	Presentation by National School of Public Health, Lisbon <ul style="list-style-type: none"> • Dr Paulo Sousa, National School of Public Health, Lisbon • RN Catarina Mendes, Engaging patient and families: some examples from a University hospital in Lisbon • Dr Helena Canhão, Patient innovation
09:00 – 09:10	Follow-up and summary of Day 1 <ul style="list-style-type: none"> • Chair Sir Liam Donaldson
Session 3: WHO Patient and Family Engagement Framework	
09:10 – 09:30	Introduction of the Draft Patient and Family Engagement Framework <ul style="list-style-type: none"> • Consultant Simon Peitersen
09:30 – 10:00	Plenary discussion of the Draft Patient and Family Engagement Framework <ul style="list-style-type: none"> • Chair Sir Liam Donaldson
10:00 – 10:30	Break
10:30 – 12:30	Discussions on how to further strengthen the Framework on: <ul style="list-style-type: none"> • Patient and family engagement at individual level • Patient and family engagement at organizational level • Patient and family engagement at national level and in research and education • Chair Sir Liam Donaldson
12:30 – 13:30	Lunch
Session 4: Training and capacity building for WHO PFPS Champions	

13:30 – 15:30	<p>Workshop: Approaches for training and capacity building for PFPS Champions to promote leadership and involvement in patient safety and beyond</p> <ul style="list-style-type: none"> - Status and experiences with training and capacity building - Approaches to and for training and capacity building in the future • Ioana Popescu, Canadian Patient Safety Institute • Martin Hatlie, Patients for Patient Safety
15:30 – 16:00	Break
Session 5: Joint plan and next steps	
16:00 – 17:00	<p>Development of plan ahead</p> <ul style="list-style-type: none"> - Based on day 1 discussion on how to strengthen the PFPS – how to prioritize and plan ahead? - Based on day 2 workshop on strengthening the patient and family engagement work – plans ahead • Chair Sir Liam Donaldson
Session 6: Closing of the Expert consultation	
17:00 – 17:30	<p>Conclusions, meeting summary, next step and closing of the consultation</p> <ul style="list-style-type: none"> • Sir Liam Donaldson • Dr Neelam Dhingra-Kumar

5 List of participants

PFPS – Advisory Group Members		Country	Organization
1	Dr Helen Haskell	US	Ms Helen Haskell President Mothers against Medical Error South Carolina
2	Dr JS Arora	India	Dr JS Arora General Secretary National Thalassemia Welfare Society New Delhi
3	Mr Martin Hatlie	US	Mr Martin Hatlie Chief Executive Officer Project Patient Care Chicago
4	Ms Robinah Kaitiritimba	Uganda	Ms Robinah Kaitiritimba Executive Director Uganda National Health Consumers' Organisation (UNHCO) Kampala
5	Ms Regina Kamoga	Uganda	Ms Regina Kamoga Executive Director CHAIN UGANDA Kampala
6	Ms Stephanie Newell	Australia	Ms Stephanie Newell Director Australian Digital Health Agency Goolwa, South Australia
7	Ms Evangelina Vazquez Curiel	Mexico	Ms Evangelina Vazquez Curiel Coordinator PFPS Pan-American Network Mexico City
8	Mr Manvir Jesudasan	Malaysia	Mr Manvir Jesudasan Chairman Patients for Patient Safety Malaysia Kuala Lumpur
9	Dr Hussain Jafri (Remote participation)	Pakistan	Mr Hussain Jafri Secretary General Alzheimer's Pakistan Lahore
10	Ms Nagwa Metwally (Remote participation)	Egypt	Ms Nagwa Metwally Member of High Council of Egyptian Red Crescent Cairo
11	Ms Margaret Murphy (Remote participation)	Ireland	Patients for Patient Safety

	International Organizations		
12	Mr Kawaldip Sehmi	UK	International Alliance of Patients' Organizations
	CPSI/ PFPSC - WHO Collaborating Centre on Patient Safety and Patient Engagement		
13	Ms Ioana Popescu	Canada	Canadian Patient Safety Institute
14	Ms Sandi Kossey	Canada	Canadian Patient Safety Institute
	Universidade Nova De Lisboa		
15	Prof Paulo Sousa	Portugal	National School of Public Health, Nova University Lisbon
16	Helena Canhão	Portugal	National School of Public Health and Nova Medical School, Nova University Lisbon
17	Ana Brito	Portugal	National School of Public Health, Nova University Lisbon
18	Catarina Mendes	Portugal	Centro Hospitalar e Universitário de Lisboa Central
	WHO Secretariat		
19	Dr Katthyana Aparicio	WHO, Geneva	World Health Organization headquarters, Patient Safety and Risk Management Unit
20	Dr Neelam Dhingra-Kumar	WHO, Geneva	World Health Organization headquarters, Patient Safety and Risk Management Unit
21	Sir Liam Donaldson	WHO, Geneva	WHO Envoy on Patient Safety
22	Mr Simon Peitersen	WHO, Geneva	World Health Organization headquarters, Patient Safety and Risk Management Unit