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**Patients Included Charter**

**What is the purpose of the Patients Included charters?**

Patients Included charters provide entities with a means of demonstrating their commitment to incorporating the experience and insight of patients into their organisations by ensuring that they are neither excluded nor exploited.

**PCI’s Patients Included commitment:**

‘The Multimorbidity Challenge: A Personalised Care Approach’ 2024 conference has incorporated the experience of people with lived experience from design to delivery.

A caregiver with lived experience was a member of the conference organisation committee. This individual has experience of caring for someone with multiple long term health conditions and navigation of services was a key area that they highlighted. Within the conference we have speakers focusing on the integration of services and sharing best practice examples. Support for individuals living with severe mental illness and physical long term health conditions was also highlighted and this is a central theme within our Personalised Care Institute (PCI) week and headline conference. The carer perspective is fundamental and there is a PCI week session organised by the person with lived experience focusing on this area.

Within the conference we have poster sessions whereby we received a number of abstract submissions. The person with lived experience on our conference committee scored all abstracts plain English summaries, and this score was included in the final score which informed decisions of which of the applicants will present.

Within PCI week we have one session led by three people with lived experience, focusing on the carer perspective of supporting someone with multiple long term health conditions. Within the conference, we have a speaker with lived experience focusing on their experience of Diabetes and mental health. Within PCI week we have an article and video by people with lived experience of long-term health conditions.

All people with lived experience who have contributed to the organisation and/or delivery of PCI week and the conference are given full, free access to PCI week and the conference including on demand recordings of the events. We have provided three free places for people with lived experience to be shared with the NHS Peer Leaders following their support in finding people with relevant lived experience to support PCI week and conference.

The conference is virtual, and all sessions would be relevant for people with lived experience to attend.

**Criteria**

**How can a conference achieve Patients Included™ status?**

Patients Included™ status is self-assessed. A conference successfully meeting all five of the charter’s clauses may accredit itself as a Patients Included™ event. A how-to guide may be found [here](https://patientsincluded.org/wp-content/uploads/2018/09/pi-conference-self-accreditation-how-to2.pdf) (PDF).

**Patients Included™ conference charter clauses:**

1. Patients or caregivers with experience relevant to the conference’s central theme actively participate in the design and planning of the event, including the selection of themes, topics and speakers.
2. Patients or caregivers with experience of the issues addressed by the event participate**[2]** in its delivery, and appear in its physical audience.
3. Travel and accommodation expenses for patients or carers participating in the advertised programme are paid in full, in advance. Scholarships**[3]** are provided by the conference organisers to allow patients or carers affected by the relevant issues to attend as delegates.
4. The disability requirements of participants are accommodated**[4]**. All applicable sessions, breakouts, ancillary meetings, and other programme elements are open to patient delegates.
5. Access for virtual participants is facilitated,**[5]** with free streaming video provided online wherever possible.

**Footnotes**

1. A meeting or event held by a commercial entity, health provider, society, association, organisation, or governmental body.
2. As a speaker, moderator, panelist, workshop leader, or in any other formal capacity.
3. A minimum of two scholarships are disbursed, covering registration, travel, and accommodation expenses for two patient or carer delegates in full, in advance.
4. As far as is practicable for the applying organisation. Examples include: provision of wheelchair access; empty front row for wheelchair users; standing desks; sensory guides; loop systems; video captioning; rest area.
5. Either pre-, post-, and/or during the event. Examples include: questions and comments proactively solicited from virtual participants via social media; use of a pre-advertised hashtag; presentations made available for download at no cost.
6. Patients Included™ is a trademark of the REshape & Innovation Center.
7. It is suggested this information be included on the event’s website and programme.

Please also note the additional clause 3 requirement to offer scholarships (i.e. at least two, but please try to over-serve this requirement wherever possible) and embed a live link to a scholarship application page at this point, and/or an email address through which scholarship application enquiries can be made by members of the public who have not been otherwise invited to participate by the organisers