



**Conference on
'The Sustainability of Health Care Systems:
Evaluations, Trust and Utilisation'**

**2 February, 2015
British Academy, 10-11 Carlton Terrace, London**

Programme

9.30am Opening session: Welcome and introduction.

9.45am **Keynote lecture: "The Challenge of Rising Expectations?" Professor Martin McKee, London School of Hygiene and Tropical Medicine**

10.15 –11.30am **Session 1: How do people value health care systems?**

1. Professor Vikki Entwistle, 'Taking patients' views of what matters about healthcare seriously: a capabilities approach'.
 2. Professor Sally Wyke, 'Consultation and illness behaviour in response to symptoms: a comparison of models from different disciplinary frameworks'.
 3. Professor Angela Coulter, 'How patient experience can be used to improve health care' (tbc).
- CHAIR: Professor Kate Hunt

11.30am Coffee.

11.45-1pm Session 2: Evaluating health care systems.

1. Professor John Appleby, 'Public attitudes to the NHS and its future: Are they satisfied?'
 2. Professor Jo Coast, 'Valuing health, care and wellbeing: changing expectations of economic evaluation'.
 3. Professor Jane Duckett, 'Public satisfaction with health care in China'.
- CHAIR: Professor Gerry Bloom

1-1.45pm: Sandwich lunch.

1.45-3pm Session 3: Trust.

1. Dr. Erica Richardson, 'Trust and utilization of health services in countries of the former Soviet Union'.

2. Professor Nick Mays and Mr Felix Gille, 'Conceptualising 'public trust'' in the health care system and why it matters'.
 3. Professor Matt Sutton, 'Distrust in Providers and the Utilization of Health Care in China'.
- CHAIR: Professor Winnie Yip

3pm: Tea.

3.20-4.15pm: Session 4: Challenges of rising expectations in a globalizing world

1. Dr Susan Fairley-Murray, 'India's 'medicities' and the generation of expectations of health care'.
 2. Dr Eduardo Gomez, 'Politics of health care in Brazil' (tbc).
- CHAIR: Dr Neil Munro

4.15-5pm Roundtable discussion

5pm Reception

Format for sessions is: 3 x 15 min presentations plus brief comments from Chair of discussant and Q&A.

Conference Aims

The sustainability of health care systems is of major international concern. Alongside demographic trends and technological innovations, rising expectations of health care amongst the population are cited as a key pressure on future health care systems. However, relatively little is actually known about these population expectations; how they are changing, why they are changing, and what the relationships are between expectations, utilisation of services and equity?

The Economic and Social Research Council funded research that helps to begin unpacking the components and consequences of popular 'expectations' by examining evaluations of the health care system, trust in health care providers, and the implications for the way in which people use the health care system (www.gla.ac.uk/petu). This research focused on China, as an example of a health care system experiencing rapid economic development and rising population expectations. The research suggests that the way in which people rate the performance of health care providers and the extent to which providers can be trusted to look after patient needs are major influences on utilisation, particularly what might be considered inappropriate use of hospitals (rather than local clinics) for minor self-limiting health conditions.

This conference will bring together leading experts in population attitudes, patient experiences and health care system planning and design to raise the profile of this under-researched area and suggest new avenues for research in the future.

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