



europa
european forum for primary care

**Invitation for active participation at the international conference on
Quality of primary health care, the perspective of patients
(Ljubljana, 28 – 29 March 2008)**

Dear Madam/Sir

During the Slovenian Presidency to the European Union, Department of Family Medicine at the Medical Faculty in Ljubljana, Department of Family Medicine at the Medical Faculty in Maribor, Institute for Development of Family Medicine, WONCA Europe, Forum for Primary Health Care, Health Insurance Institute of Slovenia, Primary Care Committee at the Medical Chamber of Slovenia, and Centre for Non-Governmental Organizations have organized an international conference that will be attended by notable representatives of primary health care teams.

The conference will discuss the following topics:

1. What is a quality care and how can we measure it?

- Communication between user and patient, and between health care provider and doctor, or medical and laboratory technician,
- Organization of family medicine and primary health care with particular emphasis on its integration in modern treatment concepts,
- Evaluation of quality in primary health care,
- Teaching at university and post-university level (examples of good practice),
- Stimulating self care as a quality feature of primary care,
- Investigating and evaluating patients' views.

2. New technologies enabling better quality services in primary health care

- Electronic card file,
- Accreditation system of out-patient clinics VISOTOOL (AQUA – Institute for Applied Quality Improvement and Research in Health Care, University of Heidelberg),
- Communication with users (forums, electronic mail, website).

3. How can patients' organizations be powerful advocates of patients' needs?

- Community involvement in decision-making at primary care level;
- Tools enabling patients' participation in decision-making;
- Role of modern electronic technology in working with user organizations;
- Examples of good practice;
- Relations between patient organizations and the health care system;
- What can be expected from the World Health Organization.

The meeting will be attended by heads of general practitioner medicine, presidents of medical associations, supervisory physicians, university and patient organization representatives. The conference will take place in the large lecture hall of the Health Insurance Institute of Slovenia, Miklošičeva 24, Ljubljana, and the workshops in conference rooms at the same Institute. The organizers will prepare a varied accompanying programme with an exhibition, a cultural event and some light refreshments. More information on this important international event is available on the following website: www.ljubljanapatient2008.si/, which also contains application forms.

Trusting that your presence and active participation might contribute to the reputation of primary health care in Europe, we remain

Yours faithfully

Dr Danica Rotar Pavlič, MD,
President of the Organizing Committee
Department for Family Medicine
University in Ljubljana

Dr Pim de Graaf,
European Forum for Primary Care

Prof Dr Igor Švab,
President
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Head of the Department of Family Medicine,
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