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Dear EPF members and allies,

Welcome to the first issue of the EPF Mailing following the summer break. We are delighted to be able to report on several exciting developments in the last few weeks. Our [special feature](#) will describe the launch on Tuesday 16th September of the EPF Patients' Manifesto in the European Parliament – "150 million reasons to act" and the rationale behind the Manifesto. This was a hugely important milestone for EPF that was well attended by MEPs, Commission representatives and EPF allies. The EPF Manifesto campaign coincides with the Commission's own campaign – a Europe for Patients – that will be launched on 30th September and in which EPF is also closely involved – more on this in the next issue.

In this issue we report on key policy developments in areas such as "[Patients' Rights in Cross Border Healthcare](#)", Patients' Safety and e-health.

EPF has attended a number of key EU health events over the last few weeks – read about these in the section on [Meetings and Conferences](#). A very important event for us was the joint meeting between PGEU - the European Pharmacists Group - and EPF – this allowed the opportunity to agree how we will cooperate together in the future and specific actions linked to patient concordance. Read more in [section 20](#).

An EPF board meeting took place in Brussels on 15 September – The key outcomes are described in the [secretariat section](#). We are pleased to announce that we have recruited a part-time office manager, [Valentina Strammiello](#) who will join us at the beginning of October.

Our next issue will include a special feature on the conclusions of the Pharmaceutical Forum – the final high level ministerial meeting will take place on 2 October, where [Anders Olauson](#) will present EPF's very clear views on the way forward, and our input at the European Health Forum Gastein, where EPF will be represented by EPF treasurer, [Mike O'Donovan](#) and Policy Officer [Roxana Radulescu](#). We hope also to be able to give some comment on the Commission's legislative proposal on information to patients in our next issue.

Looking forward to seeing many of you at the French Presidency Conference on Patients' Rights on 13 and 14 October 2008 and in the meantime we wish you all the best in your work – this autumn is a critical time – with several legislative proposals and communications in the field of health – we are very much looking forward to cooperating with you on these and taking forward our Patients' Manifesto – 150 million reasons to act!

Warmest greetings,
Anders Olauson, President
Nicola Bedlington, Director

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1. EPF MANIFESTO LAUNCH IN THE EUROPEAN PARLIAMENT

The EPF launched its Patients' Manifesto and Campaign "150 Million reasons to act", on the 16 September 2008 at a reception in the European Parliament. This event was kindly hosted by Dagmar Roth Behrendt, MEP, long-time champion of the work of EPF.



The Manifesto, developed by the EPF membership representing over 150 million patients, citizens and voters across the European Union **“calls upon all the political groups within the European Parliament, MEPs, prospective MEPs, national representatives in EU Member States, and the new Commission, to commit to the legitimate rights and needs of patients and to make our proposals their priority”**.

Three fundamental areas have been prioritized to improve the quality of healthcare delivered across the EU, from a patients' perspective:

- Equal and timely access to safe, effective diagnosis, treatments and support;
- Better information and resources for patients to be partners in determining their care;
- A patients' voice to be heard in Brussels and throughout the European Union.

The Patients' Manifesto was presented at the reception by Anders Olauson who called upon Members of the European Parliament and other health stakeholders to support EPF's campaign.

"The quality of healthcare provided to patients today is insufficient. All patients have the right to high quality treatment and quality information. This has to be our priority – your priority. The impact of this Manifesto once achieved will be an important contribution for a sustainable society".



Mrs Dagmar Roth Behrendt, MEP, Socialist, who hosted the launch of the Manifesto in the European Parliament said: "This Manifesto – from patients themselves - provides a road map for all of us committed to improving healthcare in Europe. I am especially pleased to see the Manifesto calls for a comprehensive strategy on "Information to Patients" in Europe and pro-active work on health literacy – this is a crucial driver behind patients-centered, quality healthcare.

Jules Maaten, MEP, ALDE highlighted the importance for Europe to focus on patient's rights: Patients should be entitled to treatment in another EU member state if necessary, with no worry about costs, safety and quality. The EU must ensure the equal access for all patients to cross border health services and should facilitate the access by removing barriers.



Nicodim Bulzesc, MEP, EPP –ED, has made the Manifesto one of his priorities. He has committed to take action and has already supported the translation of the Manifesto in Romanian. In his intervention, he highlighted the importance of Health Literacy and supported the promotion of this concept at EU and national level. As a member of Education and Culture committee and a

substitute of the Public Health and Environment Commitment, he will initiate a written declaration on health literacy calling for EU action.

Irena Belohorska, MEP, NI, stressed the importance of cross border healthcare and the need to improve quality healthcare at EU level. She said that the Manifesto is an exciting tool in this regard.



John Bowis, MEP, EPP-ED, closed the formal intervention – he declared Patients' rights are a core issue. "We need to encourage the Manifesto Campaign among the other politicians who were not present at the Launch. By working together we can make a difference with the Manifesto".

Please visit [the Manifesto section of the EPF website](#) for a full version of the Manifesto, a Campaign Guide for our members who would like to campaign actively and more info on the launch in EP. There is also an opportunity to sign up to the Manifesto – thank you for your support!



2. NEW REGULAR POLICY MEETING FOR EPF MEMBERS – KICK OFF MEETING 25 SEPTEMBER

Starting this month EPF will organise a regular series of policy workshops with its members in order to have an interactive discussion with their policy experts on various patient-related policy developments that are currently on the EU policy agenda and develop a common response/ strategy, which can then be circulated to the wider membership for comment.

The kick-off meeting is taking place on 25 September and will be dedicated to the Commission's proposal for a [Directive on Application of Patients' Rights in Cross-Border Care](#). The purpose of the meeting is to develop a first robust draft of EPF's response to the Directive, its potential and its current serious limitations in terms of equity, and draft amendments to the text. This will go then to the EPF Board and to EPF's wider membership for consultation.

A representative of the European Commission will prepared Questions and Answers as a basis for discussion and will be present at the meeting to answer any further questions.

EPF Secretariat will keep you informed on these developments. For further information on the outcome of our meeting on 25 September, please contact [Roxana Radulescu](#).

3. PATIENTS' RIGHTS IN CROSS BORDER HEALTHCARE

On 2 July 2008, the Commission adopted a proposal for a Directive on the application of patients' rights in cross-border healthcare

http://ec.europa.eu/health/ph_overview/co_operation/healthcare/docs/COM_en.pdf

EPF welcomed the adoption of the draft Directive as an important first step– we feel our response to the Commission's Consultation on Health Services last year calling for legal clarity, and calling for emphasis on quality and safety, based on input from our diverse membership, has been largely understood and reflected. However there are some key areas of concern, particularly in relation to equity – that we will be discussing with policy experts from our membership on 25th September and developing a response and a strategy (see above).

The draft Directive will go to co-decision-making procedure with the European Parliament and Council. MEP John Bowis has been appointed rapporteur on this topic and MEP Dagmar Roth-Behrendt and MEP Jules Maaten are shadow-rapporteurs. They invited EPF to submit our comments to their respective offices by early November. The plans are to present the report in the European Parliament on 1 December and to finish the first reading by spring 2009.

EPF is working closely with members, allies and stakeholders to ensure a patients' perspective is fully reflected in the legal text.

4. PATIENT SAFETY

Following the patient safety consultation from May this year, the European Commission DG SANCO has prepared a Communication on patient safety and proposal for a draft Council Recommendation on patient safety and quality of health services, including the prevention and control of healthcare-associated infections. These documents have been discussed at the last meeting of the Patient Safety Working Group (PSWG) meeting on 12 September. We are pleased the key messages EPF has raised at various previous meetings as well as in the response to the Commission's consultation have been reflected in the two documents. Both the Communication and Council Recommendation illustrate and recognize the need:

- to empower citizens and patients by providing them with information and education on patient safety and their rights to safe healthcare services and redress where appropriate
- to involve patient organisations and representatives appropriately in designing policies and programmes on patient safety at all levels
- and to support patient organisations in their activities to develop and implement strategies on patient safety.

EPF has asked to include explicitly in the Council Recommendation that education and training for patient safety should be encouraged and established not only for health professionals and healthcare staff, but also for patients as part of an empowerment strategy and a patient-centered healthcare approach.

For further information, please contact [Roxana Radulescu](#).

5. TELEMEDICINE

The European Commission (DG INFSO and DG SANCO) is working on a joint Communication on Telemedicine. Telemedicine looks at delivery of services for patients using communication technology (including phones and GSM) for transmission of information in situations where the clinicians and the patient are not in the same location.

The Communication builds on previous work done on European eHealth Action Plans, recommendation of the yearly eHealth conferences, evidence that telemedicine can help, small scale projects demonstrating the cost-effectiveness of telemedicine, discussion with i2010 subgroup on eHealth, etc. Three main strands of action are identified: building confidence and acceptance of telemedicine services, bringing legal clarity (currently several legal instruments apply to this) and solving technical issues and facilitating market development.

The Commission aims also to set up next year a platform to enable Member States to share information about national legislative framework. There is discussion also about the Commission supporting a platform of collaboration between health professionals and patients on telemedicine.

The Communication will be published by beginning of November and a Staff Working Paper will be probably ready by the end of the year. An analysis of the situation will be carried out in 2009 and a publication on the European legal framework will be made available next year as well. The plan is that, by 2011, all Member States will have assessed and adapted their national legislation on telemedicine.

EPF is pleased that the Commission expressed interest in involving patients' organisations in drafting the guidelines or the implementation of telemedicine services. Moreover EPF has been invited to speak in a seminar in the European Parliament (3 December) run by Continua Health Alliance and concerning the Telemedicine Communication. We will keep you update with the developments.

For further information, please contact [Roxana Radulescu](#).

6. UPCOMING: EC GREEN PAPER ON HEALTH PROFESSIONALS

In its White Paper in October 2007, the European Commission presented its upcoming Health Strategy to help tackling new health challenges and improve health services. As part of this, the European Commission intends to publish a Green Paper on Health Professionals to launch a debate within the European institutions', health professionals, stakeholders and others about the consequences of healthcare systems of population ageing and professional mobility.

The Green paper will be launched in December and will be followed by a public consultation in the first half of 2009. The results of the consultation will feed the discussion on what EU can do to support Member States in tackling these challenges.

EPF will prepare a response to this consultation in collaboration with its members. Those members who are particularly interested in this dossier please inform [the secretariat](#).

7. PATIENTS' RIGHTS AND HUMAN RIGHTS – EPF REFLECTION PAPER

Patients' rights are based on one of the core values of the European Union: Human rights. The right to health is enshrined in the European Treaty, and the recognition of specific patients' rights has been emerging slowly over the time.

It is important to examine how rights for patients have evolved within the European Union both at national and European level. The European Court of Justice has moved forward the debate on patients' rights through specific case-laws. The work is still an on-going challenge in the political arena as the Directive on Cross Border Health Care demonstrates.

EPF is drafting a reflection paper on Patients' Rights: Human Rights that will be available before the end of the year.

8. ALDE NEW WEBSITE: WWW.PATIENTS-RIGHTS.EU

The ALDE has launched a new website devoted to patients' rights in order to better inform citizens of their rights in the field of healthcare.

This initiative undertaken by ALDE aims at presenting patients' rights based on the European Patients' rights Charter drafted by the Active Citizenship Network in collaboration with other citizens organisation and at explaining their rights to EU patients who would like to seek for better treatment abroad and want to be reimbursed by their national healthcare systems.

To know the current state of patients' rights within the European Union, we encourage you to visit the website: www.patients-rights.eu

For further information on this initiative, please visit:

[http://www.alde.eu/index.php?id=42&tx_ttnews\[tt_news\]=9785&cHash=7bd301f523](http://www.alde.eu/index.php?id=42&tx_ttnews[tt_news]=9785&cHash=7bd301f523)

9. MONITORING PATIENTS RIGHTS IN EUROPE, 7 JULY 08

Nicola Bedlington attended a meeting organised by Active Citizens Network on 7th July 2008 in Brussels. The main objective of this meeting was to share and discuss the monitoring of patients rights methodology and indicators in general.

This event aimed at taking advantage of the expertise and experience of the different health experts present to improve a proposal on possibly extending the monitoring to 27 EU countries. The meeting began with background on the European Charter of Patients' Rights and the first experience of monitoring patients' rights in Europe. There was then a presentation on citizens' competencies and the role of citizens in policy evaluation. The Civil Audit experience was described by Cittadinanzattiva in Italy.

A detailed discussion then took place on how to construct a patients' rights matrix based on the European Charter of Patients' Rights. Nicola will report on further development in due course. For copies of the presentation from the meeting please contact [Melody Ross](#), new Director of Active Citizens Network.

10. EU PRESIDENCY CONFERENCE ON HEALTH CHALLENGES IN EUROPE, 10 SEPTEMBER, PARIS

The EPF President Anders Olauson gave a presentation at a major health conference in Paris under the auspices of President Nicolas Sarkozy on “Health Challenges in Europe”. Anders spoke in a session on the new stakes shaping access to new healthcare products in Europe on the Conditions for A Democratic Choice – His main message was “There is a basic, and I would argue, ethical contradiction between the huge investment in research to find treatment for unsolved diseases, if at the end of the day, the solution is too expensive! It is not acceptable to raise patient’s hopes and expectations – and then deny us the opportunity to get a treatment because they are too expensive!!”

There needs to be a broader view of healthcare. The notion of “cost” must be seen in its entirety – cost-benefit, opportunity cost - from a patients’ perspective it means “cost” in terms of “quality of life”, in terms of continuing to participate actively in society, in avoidance of more pain, more treatments, and worse. Yet an empowered patient also has responsibility towards his or her own health that will be able to contribute to this cost equation. In order to do this – crucially - we need access to high quality information to help us manage our healthcare in close cooperation with health professionals – to make rationale use of medicines and all forms of treatments, and to ensure concordance – the very best use of the resources available to us.

This is why EPF has been actively supporting, within the High Level Pharmaceutical Forum that Commissioner Vassiliou mentioned, the need for a comprehensive ‘information to patients’ strategy at EU level – this is more than information on prescription medicines but a holistic approach that recognises the patients’ perspective and the patients needs at different stages of the patient’s journey.

We also argue, within the Pharmaceutical Forum, that in that famous triangle - reward for innovation (industry's perspective), cost containment (government and insurers' perspective) and equity of access to the highest quality treatments (the patients' perspective), the real life experience, expertise and contribution of patients themselves is recognised in a meaningful way.

Moving forward together – EPF believes strongly that to move towards our vision of patient-centred, equitable healthcare throughout the EU, we need to work in partnership, through dialogue, first and foremost with our membership – representing grass-roots patients' organisations, with politicians, with healthcare stakeholders, including industry. Our patients' manifesto – to be launched in the European Parliament on 16 September in Brussels - shows how this can happen in practice in an EU context.

For more information on the conference, please contact the [EPF secretariat](#).

11. WORLD FEDERATION OF PHARMACISTS GLOBAL MEETING IN BASEL, 1 AND 2 SEPTEMBER

Nicola Bedlington represented EPF at the World Federation of Pharmacists Global Meeting and gave two presentations – patients advocating for pharmacists, and “information to patients - not direct to consumer advertising”.

For a copy of these presentations, please contact the [EPF secretariat](#).

For more information on the event, please go to the [FIP website](#).

The meeting was a useful opportunity to gain insights on the key challenges confronting pharmacists today in preparation for our joint EPF / PGEU meeting ([see section 20](#)).

12. EUROPE-ASIA PATIENT SAFETY INITIATIVE, WARSAW, 9-10 SEPTEMBER

Nicola Bedlington represented EPF at a meeting hosted by our member in Poland, the Polish Patients' Forum that is a partner in an 18 country Europe-Asia Patient Safety Initiative.

The meeting was a very helpful opportunity to talk to patients groups from this region on pre-requisites for building effective patients organisations advocating for, amongst other things, patients safety – and some of the barriers and opportunities we see today in different countries of the region.

For more information on the Initiative, please contact [Tomasz Scelagowski](#).

13. CPME AND CED ROUNDTABLE ON PATIENTS' RIGHTS IN CROSS BORDER HEALTHCARE

The Standing Committee of European Doctors (CPME) and the Council of European Dentists (CED) organised a roundtable "High Quality Healthcare in Europe," to discuss the Commission's recent proposal for a Directive on Patients' Rights in Cross-Border Healthcare. The event under the patronage of Othmar Karas, MEP, brought together Commission officials and MEPs to exchange views with the main organisations of European health professionals and patients on the proposed Directive, as well as on the wider institutional and political framework for cross-border healthcare in Europe.

In her keynote speech, Commissioner Androulla Vassiliou confirmed the commitment of the Commission to continue cooperate in the process leading to the adoption of the proposed Directive on Patients' Rights in Cross-Border Healthcare with the health professionals and the patients and said that the Directive is an opportunity to create positive energies and boost cooperation between Members States to improve the quality of the healthcare. "We need quality and safety, but it is up to Member States to decide".

EPF's President, Anders Olauson was on the panel and highlighted that patients need to continue being part of the discussion on the patients' mobility and quality of care agenda. He emphasised the need of spreading quality information to patients, in an accessible and clear format, about their rights and options to receive healthcare at home and abroad. It is important to set up these national contact points in a transparent way and that information about this is appropriately disseminated across the country and regions. He also urged for Member States to be clear as what quality standards they have and suggested there is room for EU cooperation on that matter. More specifically he raised important concerns EPF and its members have regarding equity issues within the Directive that we will be addressing in detail in the coming months. "The draft is an important first step but we are not yet at a final version that meets patients' needs." Cooperation should be key, more than competition!

For further information, please contact [Roxana Radulescu](#).

14. EUROPEAN UNION HEALTH POLICY FORUM (EUHPF)

[Susanna Palkonen](#), EPF Vice President represented EPF at the first meeting of the European Union Health Policy Forum (EUHPF) Strategic Planning Group (Step) where EPF put forward some proposals regarding the work plan for EUHPF in 2008-2010. Our proposals focus on the important role of the Forum in relation to contributing to, reviewing and monitoring the EU health strategy 'Together for Health' and the key policy strands therein, the setting up a working group on transparency and independence to agree a common statement, and consolidated work on health literacy. A first draft of the work plan will be developed in the next few weeks and EPF will circulate this to members.

Readers should note that the Open Health Forum will take place on 10 and 11 December 2009 – further news on the themes will be given in the next Mailing.

15. MEETING WITH THE ROYAL COLLEGE OF PHYSICIANS - LONDON, 21 JULY 2008

EPF treasurer, [Mike O' Donovan](#) and [Nicola Bedlington](#) held a meeting with representatives of the Royal College of Physicians in London to explore how the College works with patients through its patient's panel and patients' presence of all of the working groups of the college. A very constructive discussion took place on the outcomes of the EPF health literacy conference, in particular in relation to the patient – doctor dialogue; EPF will continue to liaise with the College in the development of our work in this area.

For more information on this area of the College's work please go to www.rcplondon.ac.uk

16. EFPIA PATIENTS THINK TANK, 11 SEPTEMBER 2008

Anders Olauson chaired the EFPIA Think Tank on 11 September and Nicola Bedlington attended on behalf of EPF and also gave brief updates on policy developments linked to the Pharmaceutical Forum, in particular information to patients and patients safety. A major focus of the meeting was the Commission's presentation on the Directive on Cross Border Healthcare – [please see attached presentation](#).

EPF will be following up on this with an EPF policy meeting on 25th September bringing together a number of our members' policy experts, where a draft response to the Directive will be prepared. The Think Tank was also an opportunity to review progress within the Innovative Medicines Initiative – a clear message from the patients groups represented at the think tank was the importance of involving patients' organisations systematically in IMI projects.

For more information on the Think Tank, please contact [Nicola Bedlington](#).

17. FUNDERS MEETING, 15 SEPTEMBER 2008

EPF invited current and prospective industry funders (federations, companies and foundations) to a funders' briefing evening on 15th September, where a presentation was given on EPF's key achievements and challenges in 2008 and our plans and key milestones for 2009 framed around the Commission's own work plan on health. 22 representatives were involved in this event.

For a copy of the presentation, please contact [EPF webmaster](#).

18. CONFERENCE REPORT ON HEALTH LITERACY NOW AVAILABLE

The report from the EPF Health Literacy Conference in spring 2008 is now available to download from the EPF website or to order from the EPF secretariat.

If you would like copies, please contact [Elisabeth Kasilingam](#).

19. REPORT BACK FROM THE BOARD MEETING, 15TH SEPTEMBER 2008

The EPF board met on 15th September in Brussels. Key items on the agenda were a discussion on the specific roles of individual board members, the co-opting on a member following the resignation of Paul Arteel to become Ombudsman in Belgium (Flemish Community), the work plan and draft budget for 2009 and preparation for key EPF events in 2009 including an advocacy seminar in Bulgaria (September) and the VALUE+ Conference in Sweden, under the Swedish Presidency. A revised paper on a framework for cooperation with funding partners was discussed and also how we work with patients organisations in EU neighbourhood countries.

For further information on the board meeting, please contact [Nicola Bedlington](#).

20. REPORT BACK FROM THE JOINT BOARD MEETING WITH PGEU, 16TH SEPTEMBER 2008

A very productive meeting took place with PGEU, the European Pharmacists Group on the 16th of September, where the board members of respective organisations had the opportunity to meet and learn more about the goals and challenges of each organisation.

Specific discussions took place on the role of pharmacists in relation to concordance to medicines and treatments and in particular a greater understanding of intentional and non-intentional behaviour linked to concordance. Roxana Radulescu presented an initial overview of [EPF members'](#) views and expectations of community pharmacists.

It was agreed that a regular dialogue between the organisation should continue, reflecting the cooperation taking place already in a series of policy areas such as patient safety, health literacy and patient-health professional dialogue and communication and e-health.

21. VALUE+ UPDATE

At the end of June Value+ partners met for the second time in Brussels.

This was a very exciting meeting rich in discussions on the conceptual meaning of “patients’ involvement” and on the process for assessing the participation of patients in the health-projects included in this study. As described in our previous article on Value+ approximately 150 projects were initially identified and 117 were retained for analysis. Looking only at the information provided mainly by projects’ abstracts and websites, 56% of projects showed some form of patient involvement while 50% none, and for 11% of projects it was not clear. 32% of projects were funded by DG SANCO and 31% by DG INFSO.

For the in-depth assessment to take place the Steering Group had to decide what type of information to look for and whom from the projects to address. Deciding on the information started by defining in clear terms what meaningful patient involvement meant for us. Thinking about key issues like values and attitudes; communication; empowerment; resources and accessibility, we agreed on a series of indicators. We consider the result of this reflection as a framework that can be applied to any context where patients are or should be involved.

However, since the focus of Value+ is involvement in projects we also established indicators for this particular context. The result has been further translated into some questionnaires that we decided should be answered by project coordinators and patients or patients’ representatives.

We are now in the process of submitting and collecting the questionnaire.

In October we will start analysing the information received up to that point and we will present preliminary findings at EPF Autumn Seminar taking place in Vilnius on 27-28 November.

If you would like more information on VALUE+, please contact [Liuska Sanna](#).

22. EUNETPAS UPDATE

Associate and collaborative partners in the EUNeTPas project gathered in Paris on 22 September to update each other on the latest developments since the kick-off meeting in Utrecht. Partners reported progress on collating and clarifying information on patient safety indicators (WP1), and on sharing lessons learnt from the way systems of reporting errors work in different Member States (WP3). The work package dealing with piloting a model of medication errors in a selected number of hospitals (WP4) reported that 29 “no shame, no blame” good practices in reducing medication errors were collected from Member States.

EPF is actively involved in WP2 which aims to promote an culture of education and training in patient safety that is based on common principles and values and to understand how different countries implement education models in patient safety that are sustainable. EPF is contributing to drafting a Guidelines document on education for patient safety that Member States can use. The key message is that patient safety education modules should be addressed to health professionals, health managers, policy makers, managers, teachers, but also to patients. EPF is working to promote the need to involve patients as part as education interventions, as well as the concept of “patients experts” as valuable partners in the education and training process. We are currently collecting examples of effective interventions in patient safety education addressed to patients, developed and run by and in cooperation with patients’ organisations. Any information on this topic would be much appreciated.

Please contact [Roxana Radulescu](#) for this.

23. EU CALLS FOR PROPOSALS

We continue informing you in this section about call for proposals.

Within the Seventh Framework Programme (FP7) there is one call in the area of health:

FP7-Health-2009-single-stage

Budget: € 476 000 000

Deadline: 03 December 2008 at 17:00:00 (Brussels local time)

Amongst the many topics of the call we highlight the following as those most potentially interesting for our readers:

Activity/Area: 1.3. Suitability, Safety, Efficacy of Therapies

HEALTH-2009-1.3-1: New initiatives towards the implementation of the Replace, Reduce and Refine strategy.

Activity/Area: 2.2. Research on the Brain and Related Diseases, Human Development and Ageing

HEALTH-2009-2.2.1-3: Optimizing current therapeutic approaches to schizophrenia.

HEALTH-2009-2.2.1-5: Psycho-social factors of brain disorders.

Activity/Area: 2.4. Translational Research in Other Major Diseases

HEALTH-2009-2.4.2-2: Cardiac arrhythmias: from genes to improved management of patients.

HEALTH-2009-2.4.4-1: Rare neurological diseases.

Activity/Area: 3.1. Translating the Results of Clinical Research Outcome into Clinical Practice Including Better Use of Medicines, and Appropriate Use of Behavioral and Organisational Interventions and New Health Therapies and Technologies

HEALTH-2009-3.1-1: Patient Safety: Effective implementation of prevention strategies for healthcare associated infections.

HEALTH-2009-3.1-2: Improve quality and safety of hospital care.

Activity/Area: 3.2. Quality, Efficiency and Solidarity of Healthcare Systems Including Transitional Health Systems

HEALTH-2009-3.2-1: Organisation of dementia care.

HEALTH-2009-3.2-2: Healthcare outcomes and cost-benefits.

HEALTH-2009-3.2-3: Primary care quality linkage to costs.

HEALTH-2009-3.2-4: Impact of cross border collaboration on health services.

Activity/Area: 3.3. Enhanced Health Promotion and Disease Prevention

HEALTH-2009-3.3-1: Child and adolescent mental health.

This list is not exhaustive and we recommend looking the full information package of this call at http://cordis.europa.eu/fp7/dc/index.cfm?fuseaction=UserSite.FP7DetailsCallPage&call_id=141

If you wish to have more information please contact [Liuska Sanna](#).

24. WEBSITE IMPROVEMENTS, INTERNAL MAILING



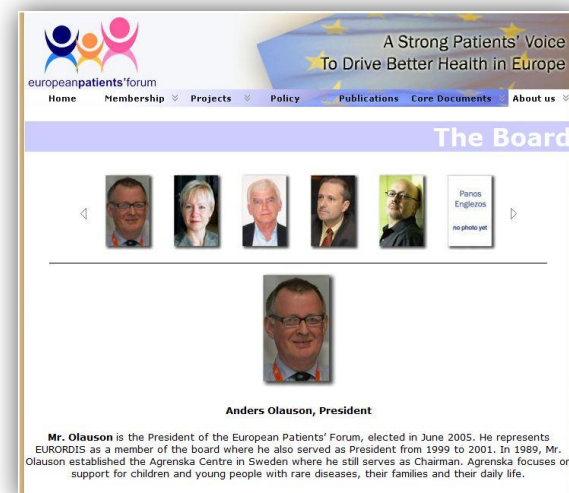
EPF Website visitors will be able to find many minor and major improvements after a summer break. We have developed almost every website section, starting from “About us”, “[The Board](#)”, “[Secretariat](#)”, “[Membership](#)”, completely new “[Policy](#)” and “[Manifesto](#)” sections, updated “[Core documents](#)”, etc.

Major improvements were made to our website frontpage, improved design and accessibility.

The EPF Mailing is also [available](#) for website visitors: starting from our very first issues in 2006 to our latest Mailing releases.

Further on, we are going to work on “Projects” section, “Publications”, create new “Events” section, “Search and Find” option as well as continuing updates for the rest of the website.

Comments, more information or EPF Mailing subscription, please contact EPF webmaster [Zilvinas Gavenas](#).



25. EPF EMPLOYS A PART-TIME OFFICE MANAGER



EPF's new part-time office manager Valentina Strammiello joins the secretariat on 1st October. Valentina is Italian, speaks English, French and Romanian and has worked throughout Europe specialising mainly in systems and knowledge management.

A warm welcome to Valentina from both the board and the EPF secretariat team.

26. DIARY

Mon, Sep 1 -- Tue, Sep 2	World Pharmacists Congress Place: Basel Attendance: Nicola Bedlington (speaker)
Thu, Sep 4	Health Policy Forum Place: Luxembourg Attendance: Susanna Palkonen
Mon, Sep 8 -- Wed, Sep 10	Regional meeting on Quality and Patient Safety Place: Poland Attendance: Nicola Bedlington (speaker)
Wed, Sep 10	Congress held by the French EU Presidency on "Health challenges for Europe" Place: Paris Attendance: Anders Olauson (speaker)
Wed, Sep 10	Launch of EU NHS Office Place: European Parliament, Brussels Attendance: Roxana Radulescu
Thu, Sep 11	EPHIA Think Tank Place: Brussels Attendance: Anders Olauson (Chair), Nicola Bedlington (speaker)
Thu, Sep 11	CPME round table on Cross border healthcare Place: Brussels Attendance: Anders Olauson (speaker), Roxana Radulescu
Fri, Sep 12	Patient safety Working Group meeting Place: Brussels Attendance: Roxana Radulescu
Mon, Sep 15	EPF Board meeting Place: Brussels Attendance: EPF Board
Mon, Sep 15	EPF meeting with funders Place: Brussels
Tue, Sep 16	Launch of EPF Manifesto (EP event) Place: European Parliament, Brussels Attendance: Board and staff
Tue, Sep 16	EPF and PGUE joint board meeting Place: Brussels Attendance: EPF Board, Nicola Bedlington, Roxana Radulescu
Thu, Sep 18	Future of Chronic Diseases - digital age Place: Brussels Attendance: Roxana Radulescu
Mon, Sep 22 -- Tue, Sep 23	EUNetPaS project partners meeting and Conference on patient safety in Europe

	Place: Paris Attendance: Roxana Radulescu (speaker)
Thu, Sep 25	EPF Policy Workshop Place: Brussels Attendance: Nicola Bedlington (Chair), Roxana Radulescu, EPF Members
Mon, Sep 29	GSK Advisory Board Place: London Attendance: Nicola Bedlington
Tue, Sep 30	Launch Europe for Patients Place: Brussels Attendance: Anders Olauson (speaker), Roxana Radulescu
Tue, Sep 30	EMA Patient Working Group meeting Place: London Attendance: Mike O'Donovan
Wed, Oct 1 -- Fri, Oct 3	European Health Policy Forum Place: Bad Gastein Attendance: Mike O'Donovan (speaker), Roxana Radulescu
Thu, Oct 2	High Level Pharmaceutical Forum Place: Brussels Attendance: Anders Olauson and Nicola Bedlington
Wed, Oct 8	CALLIOPE project meeting Place: Creta Attendance: Liuska Sanna
Mon, Oct 13 -- Tue, Oct 14	EU Presidency Conference on patients rights and quality care Place: Paris Attendance: Anders Olauson (speaker), Roxana Radulescu
Mon, Oct 13 -- Tue, Oct 14	MSD Regional Meeting Place: Istanbul Attendance: Nicola Bedlington (speaker)
Wed, Oct 15	EC, Workshop on Access to High Quality Pharmacy Services Place: European Commission, Brussels Attendance: Roxana Radulescu (speaker)
Thu, Oct 16	Meeting Place: Athens Attendance: Anders Olauson
Wed, Oct 22	Meeting Place: Cyprus Attendance: Anders Olauson
Wed, Oct 22 -- Thu, Oct 23	VALUE+, Steering Group meeting Place: Brussels Attendance: Liuska Sanna, Nicola Bedlington
Mon, Oct 27 -- Tue, Oct 28	RESPECT project meeting Place: Hamburg Attendance: Liuska Sanna
Tue, Oct 28 -- Wed, Oct 29	Future Challenges Conference Place: Brussels

	Attendance: Nicola Bedlington, Roxana Radulescu
Thu, Nov 6	Dutch health Charities event Place: Netherlands Attendance: Liuska Sanna
Fri, Nov 7	European Health Policy Forum Place: Brussels Attendance: Nicola Bedlington
Thu, Nov 27 -- Fri, Nov 28	EPF Autumn Regional Advocacy Seminar for Patients' Leaders Place: Vilnius, Lithuania Attendance: EPF Staff
Wed, Dec 3	Seminar in the European Parliament concerning the Telemedicine Communication as well as wider Telemedicine issues Place: European Parliament, Brussels Attendance: Nicola Bedlington (speaker)
Tue, Dec 9	Board Meeting Place: Brussels Attendance: EPF Board
Wed, Dec 10 -- Thu, Dec 11	Open Forum Health Policy Place: Brussels Attendance: Roxana Radulescu