Forgotten Patients,
Overlooked Diseases

ON-DEMAND CONFERENCE GUIDE

Enduring Symptoms

From patient voices to solution-driven care

WEDNESDAY 24 JUNE 2026 / LONDON + ONLINE



The Royal College of Physicians
11 St Andrews Place, Regent's Park, London NW1 4LE

Revisit the conversations. Explore the resources.

A one-day hybrid, CPD-approved conference bringing together healthcare, academia, policy and lived experience. Explore expert presentations, patient perspectives and practical ideas for more compassionate, evidence-based care.

EXPLORE THE PROGRAMME

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Click a section above, or use the recording and slide buttons throughout.
Slides download as PowerPoint files. Recordings open on Vimeo.

PART 01 / ON DEMAND

Setting the scene

Patient voices, diagnostic uncertainty and ethical care.

01 Welcome

Prof Dame Lesley Regan

A life course approach to health, and the need for integrated, person-centred services that support people living with enduring symptoms.

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02 The problem of enduring symptoms in adults, the challenge of terminology and the importance of diagnostic doubt

Dr Adrian Tookman

The challenges of terminology, the risks of diagnostic labels, and the value of recognising uncertainty as part of better understanding and care.

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03 The patient journey and how stories can illuminate what really matters to individuals

Dr Pip Hardy

How patient stories offer insights beyond statistics, strengthen empathy and communication, and help drive meaningful change in healthcare.

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PART 01 / CONTINUED

Setting the scene

Patient voices, diagnostic uncertainty and ethical care.

04 Navigating the patient-physician dynamic through the lens of antiphospholipid syndrome

Dr Minha Rajput-Ray and Tracy Jallow BEM

Clinical and patient perspectives on listening, collaboration and shared decision-making, and how working together can improve outcomes.

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05 When does the patient story go wrong? Contrasting experiences of a patient with common cancer and a rarely diagnosed disease

Christianne Forrest

A contrast between the clear pathway of a common condition and the fragmented journey of rarely diagnosed disease, with a call for clinical curiosity.

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06 Ethics of care for people with enduring symptoms

Assistant Professor Chantal Patel

The ethical challenges of care when diagnosis is unclear, with compassion, respect and support for patient autonomy at its centre.

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PART 02 / ON DEMAND

Finding solutions

Practical perspectives on better consultations and care.

07

Patient data and Jess's Rule: who will it help?

Richard Stephens

Exploring the potential impact of Jess's Rule, which encourages clinicians to reassess patients whose symptoms persist despite repeated consultations.

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08

The pain consultation and how to survive it

Dr Benjamin Ellis MBE

Practical approaches to supporting people living with chronic pain and related symptoms.

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09

Enduring symptoms: the psychiatrist's view

Dr Amrit Sachar

A psychiatric perspective on how gender, ethnicity, neurodiversity, rare diseases and health inequalities can influence diagnosis, care and outcomes.

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10

Managing unexplained chest pain and enduring symptoms of possible cardiovascular origin

Dr Sanjay Gupta

The challenges faced by people with persistent symptoms they attribute to the heart, despite the absence of an immediately obvious diagnosis.

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PART 03 / ON DEMAND

Moving forward

New perspectives and the next steps for patient care.

11 KEYNOTE

Problems and solutions of care for people with enduring symptoms

Dr John Dean

The challenges of living with enduring symptoms in healthcare systems often designed around diagnosis rather than ongoing uncertainty.

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Enduring symptoms: indicators of disease and/or entities in their own right. A challenge for patients and professionals

Prof Chris Burton

Exploring whether persistent symptoms should always be seen as indicators of an underlying condition, or sometimes as significant health problems in their own right.

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Enduring symptoms: a neurologist's point of view

Dr Ania Crawshaw

A neurological perspective on assessing and managing symptoms that may not fit neatly within traditional disease frameworks.

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PART 03 / CONTINUED

Moving forward

New perspectives and the next steps for patient care.

14 Should everyone with enduring symptoms undergo genetic testing?

Dr Ehsan Karimiani

The growing role of genomic medicine in understanding enduring symptoms and complex health conditions.

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15 Enduring symptoms: why are women disproportionately affected?

Dr Lynsay Matthews

Why women are disproportionately affected by enduring symptoms and more likely to face challenges in diagnosis, treatment and access to care.

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16 How do we move the issue of enduring symptoms forward?

PANEL DISCUSSION

Prof Bill Noble, Dr Lucy Foulkes, Dr Camilla Higgins and Dr Vadivelu Saravanan

The final speaker and audience panel discussion considers how care for people with enduring symptoms can be improved in practice.

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