

Patient Experience

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Patient Experience

- **What is Patient Experience?**
- **Why do we need to know about it?**
- **How do we gather it?**
- **How do we monitor it and show change?**

Patient Experience – *what is it?*

- **White Paper – Equity and Excellence: Liberating the NHS**
 - Putting patients first – no decision about me without me
 - Improving healthcare outcomes
 - Autonomy, accountability and democratic legitimacy
 - Cutting bureaucracy and improving efficiency

- **Dr Foster- Patient Experience Index Measures:**
 - Cleanliness
 - Physical and personal comfort
 - Getting the right information
 - Timely, and well coordinated care
 - Being treated with respect and honesty
 - Being treated with compassion

- **Patient discharge process – PCT Patient Experience target**

- **NBT measures patient experience in terms of...**
 - Patient Satisfaction rating
 - Patient Recommendation rating
 - Cleanliness of the Wards

Patient Experience – *why know about it?*

- Legal ‘Duty to Involve’ – s242 NHS Act 2006
- Care Quality Commission standards e.g. Outcome 1: *Respecting and involving people who use our services*
- Financial incentive – PCT target [CQUINS] = £600k
- Reputation management – word of mouth
- Desire to give our patients an exceptional service?

Patient Experience – *how do we gather it?*

- **National Surveys**
 - Annual Inpatient [generic, only 500+ responses, timescales]
 - Every 4 years Outpatient, Maternity and Emergency Dept
- **NBT local survey** – Nursing Quality Assessment Tool, Outpatients and inpatients
- **Complaints, concerns and compliments**
- **Service improvement at ward level** – ward staff driving it
- **Other satisfaction surveys and Ward Feedback Cards**
- **Patient Groups/Forums**
- **Focus Groups**
- **Patient stories/DVDs**

Patient Experience – *not just patients?*

NBT carers development project

- Carers Awareness training – *by Carers Centre*
- Website pages being developed for carers
- Looking at carers awareness forming part of staff induction
- Setting up steering group to develop NBT Carer Strategy
- NBT representative to sit on key Bristol Carer Group
- Set up Carers Forum to act as reference group for carers development project
- Work being done around hospital discharge and carer involvement

Partnership working with community/voluntary sector

- LINKs, attending Equality Forums, information sharing through community networks – **WHAT ELSE CAN WE DO?**

Patient Experience – *monitoring/change*

- **Patient Experience Group:**
 - Drives patient experience agenda
 - Provides assurance to Trust
- **Role of Patient Experience Lead:**
 - Champion within their Directorate
 - Speciality Leads to support
 - Patient Experience/Patient & Public Involvement Action Plan
 - Bi monthly reporting to Patient Experience Group
- **2010 National Survey results – *show improvement?***
- **Care Quality Commission standards** – Outcome Leads for each of 16 areas need to provide evidence to demonstrate compliance

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~Thank you~