

Trust wide Patient Experience Strategy 2013-2016: Summary

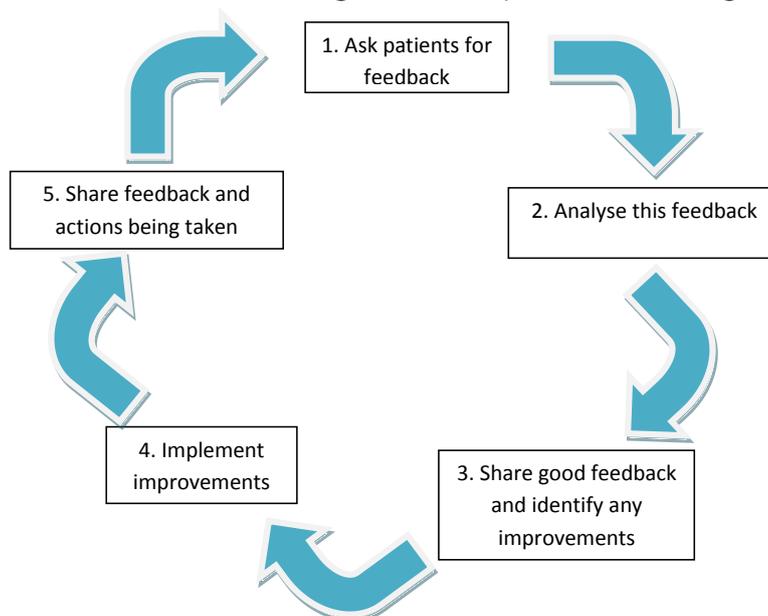
Approved by the Board of Directors in September 2013

“Seeking and acting on patient feedback is key to improving the quality of healthcare services and putting patients at the centre of everything we do.”

The Trust’s vision is that every patient receives good care in the way they expect, and therefore they have a positive experience.

To effectively put patients at the centre of everything we do the Trust is committed to ensure support and resources are available to help each service to work through the following cycle on a continuous basis:

1. Regularly ask patients for feedback
2. Analyse this feedback
3. Share good feedback and identify any improvements with clinical teams
4. Work with clinical teams to implement the improvements
5. Share feedback and actions being taken with patients and the general public



Patient experience can be defined as feedback from a person about their individual feelings, views and opinions on the care they have received and which sometimes also explores level of satisfaction. This strategy focuses on patient’s experiences of care; as patient involvement, family and carer experiences and patient reported outcomes are covered by other strategic documents.

A patients experience is essential to ensure high quality care, and should be seen as equally important to providing the most effective interventions and safe care.

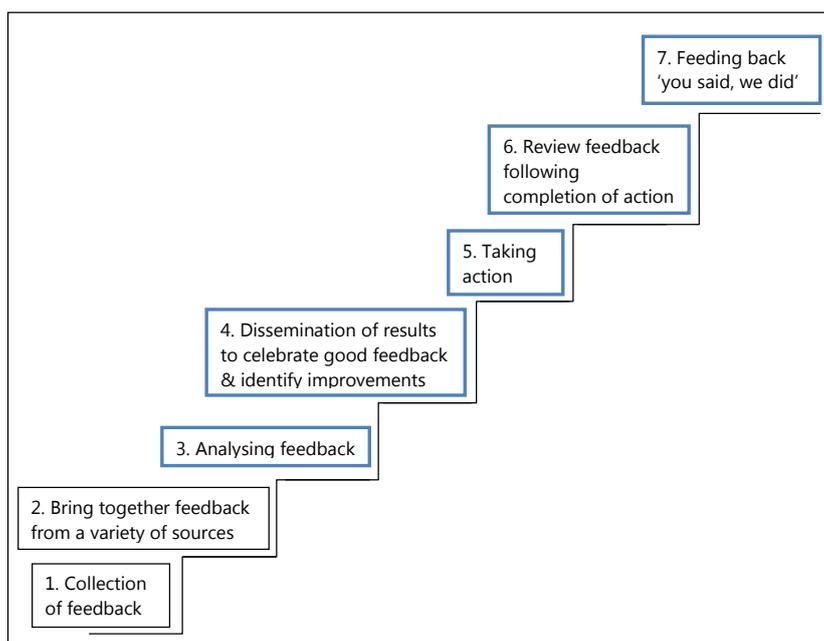
How a patient experiences the care and treatment provided is a priority for the Trust and needs to be part of every staff member’s role to ensure every patient has a good experience of care. The strategy supports this by recognising the link that staff who feel supported and valued deliver a good patient

experience, by identifying senior leadership and setting out how the Trust will engage and empower staff to be able to identify and make changes to improve a patient's experience.

The aims of the strategy are to:

- ❖ Provide an opportunity for every patient to give feedback about each service
- ❖ Use patient feedback to make improvements in the way care is delivered
- ❖ Share with patients and the public how their feedback has contributed to improvements
- ❖ Give staff the support and resources to be able to gather and act on regular patient feedback

To ensure the effective use of patient feedback there are seven stages, shown below. The Trust has already developed a number of approaches to collect quantitative and qualitative patient feedback and has a rich resource of patient experience information. The direction of the strategy is for the Trust to move from focusing on collecting to acting on patient feedback more effectively, focusing on stages 3-7 below.



There is an infrastructure of support and an external contract to support Divisions with the collection and reporting of feedback through postal and electronic surveys, the use of the contract will continue to be monitored. The need for more resources; specialist skills, time and funds, is likely to expand during the course of this strategy, to enable Divisions to work towards being able to provide the opportunity for all patients to give continuous feedback and for clinical teams to receive this feedback regularly to be able to take action.

14 objectives have been identified and consulted on to implement the strategy's four aims over the next three years. A new Trust wide group has been established called Taking Action from Patient Feedback, which will be responsible for the implementation and monitoring of the objectives and taking a lead on embedding the importance and value of patient experience.

If you would like to read the full version of the strategy please contact jane.kershaw@oxfordhealth.nhs.uk