

A large, solid green wave graphic that starts wide on the left and tapers to a point on the right, spanning across the middle of the slide.

***Patient Experience - a measure of
quality performance***

Local survey briefing day

Patient feedback and experience – the drive towards localisation

- Over recent years, the importance of patient experience has risen to the top of the agenda

Quality of care includes quality of caring. This means how personal care is – the compassion, dignity and respect with which patients are treated. It can only be improved by analysing and understanding patient satisfaction with their own experience

High Quality Care For All (2008)

We must step back from measuring everything that moves to measuring less but with a relentless focus on what matters: clinical quality, patient safety and, particularly, patient satisfaction with services.

Andy Burnham (Sept 2009)

Everything that we do is aimed at bringing about high quality care. We believe that quality of care should be broadly defined, and should reflect the outcomes of care for people and their experience of it

CQC, Our Strategy for 2010-2015 (Oct 2009)

- Is now seen as a significant driver for improved services – essential for transforming service design and delivery, monitoring improvements, and key to ensuring high quality care for all
- The appetite for capturing patient feedback has increased significantly – locally, regionally, nationally
 - Traditionally, the main way of measuring experience has been through the national patient survey programme
 - Now complemented by a wide variety of locally bespoke and highly innovative approaches, using both qualitative and quantitative methods

Policy & delivery drivers for improved quality

National Policy Drivers

High Quality Care for All confirms quality is the organising principle behind everything that we do

Operating Framework sets out the 2009-10 requirement

World Class Commissioning requires continuous improvement in quality

NHS Constitution sets out rights and pledges relating to the quality of care. Commitment to the quality of care is one of six NHS values

These combine to accelerate implementation of quality improvement programmes

Delivery Drivers

Operating Framework sets out the case for commissioners and providers to work together to improve experience

Local CQUIN Schemes must include at least one goal covering patient experience

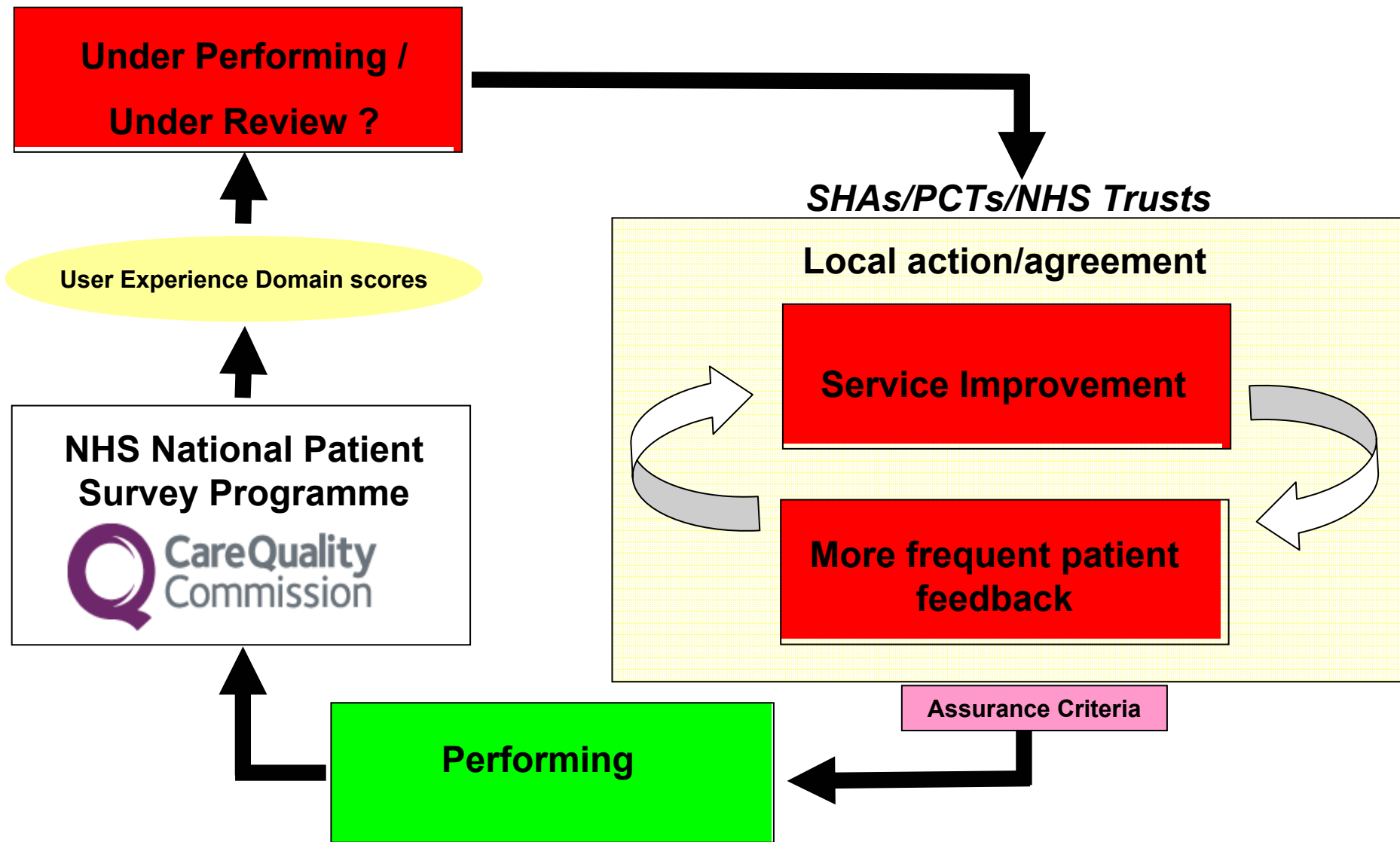
National Contracts refer to the monitoring of quality

Quality Accounts must include progress on experience measures

NHS Performance Regime includes User Experience as a domain

Regulatory Regime – the Act setting up CQC says it must look at people's needs and experiences of care

An example of the use of local feedback/surveys – User Experience & NHS Performance Framework

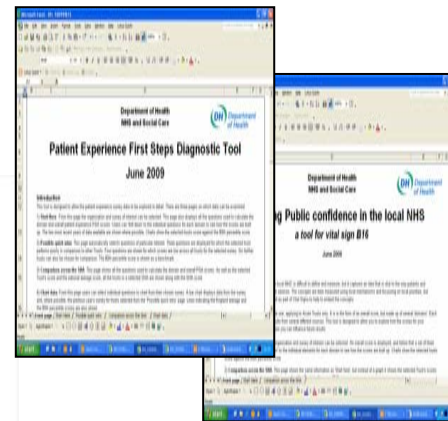


Measuring and acting on feedback to improve experience

CQC national patient survey programme



Diagnostic tool – national data



Local use of CQC surveys



Local feedback – rapid, real time, point of care

Learning groups, networks, other support

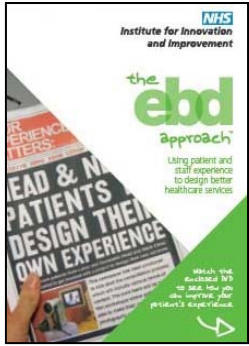
A number of networks have been set up – local and national. Many are using technology to keep in touch and share learning



Learning groups, network and support

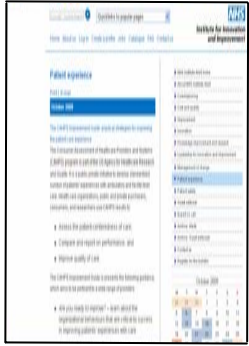


experience based design



www.institute.nhs.uk/ebd

Patient Experience



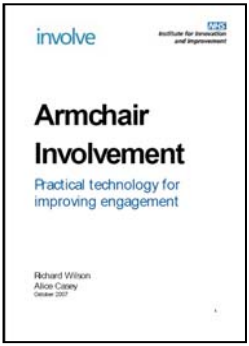
www.institute.nhs.uk/nhs_alert/patient_experience/patient_experience.html

Involvement Framework



www.institute.nhs.uk/building_capability/general/involvement_framework.html

Armchair Involvement



www.institute.nhs.uk/armchair



Patient Experience Learning Programme: Action Learning Sets

- A newly developed scheme
- First year roll out – a trial among a limited number of organisations
- Starts in December 2009, and runs until Sept 2010
- A few places left for acute providers – contact the Institute for further details



On-line network of best practice

- Currently collecting best practice examples - further details will follow soon
- Do you have any examples/case studies of local work you want to promote and share?
- Contact the Institute for further details

patientexperience@institute.nhs.uk

Thanks for listening

Any questions?



Jason Cox

e-mail: jason.cox@dh.gsi.gov.uk

Tel: 0207 972 25017

John Cain

e-mail: john.cain@dh.gsi.gov.uk

Tel: 0113 254 627