

Building patient experience into your programme

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Equity and excellence: Liberating the NHS

- It sets out how the Government will:
 - put **patients at the heart** of everything the NHS does;
 - focus on continuously improving those things that really matter to patients - the **outcome of their healthcare**; and
 - empower and liberate clinicians to **innovate**, with the freedom to focus on improving healthcare services



***“No decision about me
without me.”***



Importance of patient experience

“Asking, reporting, and learning from patient experience will be of great importance...That’s how you get real answers about the care that’s being provided...”

-- Andrew Lansley

“When you pressed the call button, was the response what you expected, better than you expected or worse than you expected?”

Patient experience survey

- Inspirational staff
 - Some not so inspirational
- Individualised exercises
 - Some not so individualised
- Education and information
 - Before and after
- Facilities/venues

Why is patient experience so important for CR?

- **Get it right**
 - Patients attend and get associated health gains
 - Improved clinical outcomes
- **Get it wrong**
 - Patient drop out
 - No health gain
 - Inefficiencies in service

How can you find out views of patients?



Various ways

- Events
- Groups
- Interviews
- Questionnaires



Excellent
 Very good
 Good
 Average
 Poor

Final points

- Don't assume that you know what is important to patients and their carers
- Identify key areas that could benefit from improvement
- Need to do more than patient satisfaction survey
- Involve patients in decision making about their care and treatment – this is shown to increase knowledge, understanding and adherence

Question and answer session

