

National Director of Patient Experience: To Do List

Picker has published a full briefing on the newly created National Director of Patient Experience (NDPE) role, which Jacob Lant, Chief Executive Officer of National Voices, has been appointed to. This role was committed to as part of the [Ten Year Plan for Health](#) and will commence in NHS England, before transferring to the Department of Health and Social Care (DHSC).

Below is a 'To do list' based on the priorities we see as being integral to the success of the role:

1. Establish a Directorate of Patient Experience
- Assemble a highly skilled multidisciplinary team to deliver the Directorate's broad remit. - Engage closely with internal and external stakeholders. Internally, this should include ensuring that the Directorate is actively involved and engaged in work across DHSC. Externally, this could include a 'Patient Experience Roadshow'. As the Directorate becomes more established: - Set out and publish a strategy with associated timelines. - Publish and maintain information about the Directorate's role, remit and responsibilities and offer details of a clear point of contact for members of the public. - Commit to, if not mandated by the Health Bill, publishing an annual patient voice impact report. - Become a national centre of excellence on patient experience, providing hands-on support to providers and commissioners to ensure they are empowered to understand and act on the feedback they receive.
2. Clarify the model for patient voice after the abolition of Healthwatch England
- On the assumption that the Health Bill passes and Healthwatch England is abolished, there will be an urgent need to clarify the model that will replace it. We would like to see: - A statutory reporting duty for the Secretary of State to provide regular reports to parliament, and the public, on patient experience, including detail on what improvements have been made. - A provision for the Secretary of State to work with an independent external advisory group on patient experience, which should clearly outline how it will demonstrate independence. - A review of 'patient experience champions' by January 2028 with a vision to introducing and mandating board-level 'Directors of Experience' at all NHS organisations. Training for all NHS staff on person centred care.

3. Set out immediate strategic priorities

The Directorate should identify early strategic priorities. Based on the findings of our [‘State of Person Centred Care 2025’](#) report, we would like to see the following prioritised:

- A **‘waiting well’ strategy** and a measure of the patient experience of waiting for care
- A **self-management and peer support plan**
- A **patient experience strategy for urgent and emergency care.**

4. Agree the Future of Patient Feedback

Given that this 12-15 month project was commissioned before the NDPE role was appointed, the challenge for the new Director and the Directorate will not only be to set out a new approach, but to:

- Find ways to rapidly **make more effective use of what the system already does**
- **Manage the transition**, if and when, a new model is introduced.

Essential to the success of this will be **active engagement with stakeholders** and **co-production with patients, service users, their families and carers.**