



The National Quality Board's (NQB's) revised Narrative on Patient Experience is useful, but it is important to view it in the context of its intended scope

Picker Institute Europe welcomes the formal launch of the [National Quality Board's \(NQB's\) revised Narrative on Patient Experience](#). Responding to the document's publication, Chris Graham, Director of Research & Policy said:

"We are pleased to see that many of the issues that we identified in [our open commentary on the draft narrative](#) have been addressed. Most obviously and usefully there is a much greater emphasis on the evidence base supporting the narrative. There is also a clearer acknowledgement of system-level accountability. The roles that different organisations play in helping to improve care experiences is more fully expressed, which should be useful for services developing their focus on patient experience.

On the subject of the individual, there is a strong focus on the need to recognise and treat people as individuals, at every stage of their care journey. Although the narrative has a different focus – on what is measured, rather than what should be expected – the eight characteristics of patient experience described in the narrative relate closely to the established Picker Principles of Patient-Centred Care.

Whilst much of the content is improved, there remain some areas that should be expressed more strongly. Importantly the "friends and family" element – essential for any person and family centred approach – appears underdeveloped. Though two of the statements mention family and friends as "loved ones" and "those who are important to me", the phrasing and approach suggest that the responsibility lies with the patients to encourage staff communication with their relatives and friends. Instead, we argue it should be shared responsibility of the service to welcome & support the involvement of patients' family and friends.

While the narrative is useful, it is important to view it in the context of its intended scope: which is to look at how patient experience is measured mainly in acute hospital settings. This focus on 'patient experience' is distinct from a broader view on 'person centred care', and there are noted limitations to the range of the narrative. There are particular evidence gaps in relation to mental health, children's, and carer's experiences, and these set the scene for more research into these areas - much of which is already underway.

Overall, the document is a significant improvement on the previous draft. It provides good clarity of intent, set against key messages of patient experience, and it offers a solid springboard for narrative expansion. Crucially, it also sets the scene for future research opportunities, to develop both person and family centred care understanding, and to initiate and embed implementation. The narrative agenda has been set, and the questions raised are now wide open for researchers and practitioners alike to explore."

Notes to editors:

For all **Picker Institute Europe** media enquiries, speaker opportunities and recent news please contact:

Lanisha Butterfield on Lanisha.butterfield@pickereurope.ac.uk or 01865 208166

For further information visit: <http://www.pickereurope.org/>