

## Picker Institute Europe announce new research evaluating the use of real-time data for improving patients experiences of care

Picker Institute Europe and the [University of Oxford](#) are delighted to announce that they have been commissioned by the [National Institute for Health Research](#) to investigate the use of near real-time feedback to improve patients' experiences of the relational aspects of care.

The project, funded as part of the Health Services and Delivery Research (HS&DR) Programme, aims to build an understanding of whether frequent, near real-time, patient feedback can be a useful tool in assisting NHS acute trusts to understand and improve patient experience.

The research will focus specifically on accident and emergency (A&E) attendances and the care experiences of the elderly. This theme is particularly timely and relevant, as it directly addresses serious problems in hospital care outlined in the 2013 [Francis Report](#), with a special focus on the 'relational' or interpersonal aspects of care. Specifically, this includes the provision of emotional support and treating patients with compassion and dignity at all times.

The project's Chief Investigator; Chris Graham, Director of Research and Policy at the Picker Institute said: *"This research will provide much-needed evidence about how the NHS ensures that the patient voice is heard, understood, and used to improve the personal side of frontline care. We're excited to start work on this project and are looking forward to identifying the necessary conditions for the successful implementation of a real-time feedback approach for improving patients' experiences of the interpersonal aspects of care."*

Through the use of a participatory research design, patients and health care providers will be continuously involved in every step of the 30 month research process. The study's aims include the development of a survey instrument to measure relational aspects of care, as well as the collection of patient experience data using tablet computers. Based on the research findings, evidence-based recommendations for the introduction and use of near-real time feedback will be developed and disseminated to trusts across England.

### How can you be involved in this exciting opportunity?

We will be recruiting six NHS acute trusts to collaborate in this research on relational aspects of care, using near-real-time feedback. If your trust is interested in being a part of this cutting-edge research, please contact Susanne Käsbauer at the details below.

### NOTES TO EDITORS:

- To get involved with, or learn more about this project contact Susanne Käsbauer (Senior Research Associate) Tel: +44 (0) 1865 208105 / Email: [susanne.kaesbauer@PickerEurope.ac.uk](mailto:susanne.kaesbauer@PickerEurope.ac.uk)
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