

Putting user experience at the heart of community service provision

About us

We are a not for profit charity which puts people's experiences at the heart of delivering person centered care

We are leaders in the field of patient experience and person centered care

We partner both providers and commissioners of healthcare services in the delivery of the highest levels of care to their patients/service users

We do this through helping you to understand people's experiences of your services, translating these into actionable insight that drives service improvement

Our work

We currently work with community healthcare trusts to help them meet their patient experience goals, including those areas set out in Monitor's Quality Governance Framework:

Analysis, design and implementation of patient feedback processes

Benchmarking of Key Performance Indicators (KPIs)

Improvement in patient reported experience measures over time

Our approach

We work to ensure the data you collect is:

Robust - stands up to scrutiny, is collected and analysed using the most appropriate methods and tools

Representative - a strong reflection of all patient types and experiences

Comparable - uses quality, experience based questions, delivering consistent data at all organisational levels



A tailored approach

Initial planning workshop and KPI setting

Survey (re)design using validated questions & survey structures

Scoping of reporting requirements & timings



The right methodology for your trust and patient groups

Delivery of consistent surveys across all key groups:

- Telephone
- Online
- Paper
- Real Time

Structuring of a "go live" plan & tailored training for staff



Flexible data collection & reporting

Fully managed data collection and reporting

Integrated online reporting module

Reporting designed for, and in collaboration with, NHS Community Trusts to maximise uptake and engagement



Implementation & improvement

Trusts can include options to support continuous improvement:

- Improvement plans
- Improvement workshops & seminars
- Milestone analysis & action planning with key teams
- Staff training and engagement

The Principles of Patient Centred Care

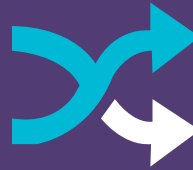
Our work reflects and builds upon the Picker principles of patient-centred care that derive from the empirical research originally conducted by the Picker Institute in the USA.



Fast access to reliable health advice



Effective treatment delivered by trusted professionals



Continuity of care and smooth transitions



Involvement of, and support for, family and carers



Clear, comprehensible information and support for self-care



Involvement in decisions and respect for preferences



Emotional support, empathy and respect



Attention to physical and environmental needs

Through our patient experience programme we'll work with you to:

- *Meet Monitor, regulator and commissioner patient experience quality measures*
- *Quickly compare patient experience performance across all services*
- *Share best practice to inspire a culture of excellence*
- *Alleviate administrative burden on front line staff*

Contact us

For further information, or a discussion around how we can support your patient experience agenda, please contact:
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