

Experience of Care Strategy

2024 to 2029

We will

- Listen
- Learn
- Involve
- Improve



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About our Experience of Care strategy



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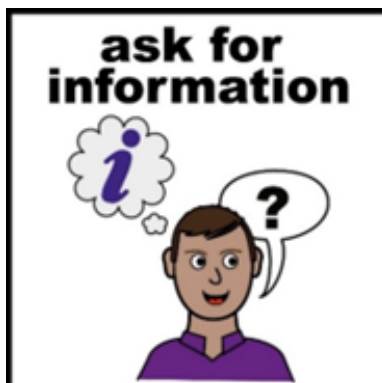
Our promise (vision)



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Our themes

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About our Experience of Care strategy



A strategy is a plan that shows how we will achieve our promises.



This is our plan for 2024 to 2029.



We have listened to the things people told us to help write this strategy.



We have made an action plan to help us reach our goals.

Our Promise



We will make our hospitals a place that listens, learns and involves patients in everything we do.



We will use feedback to make things better.



We will give good quality care that is right for everyone.



We will work together to give people a good experience of care.

Theme 1 – Listen



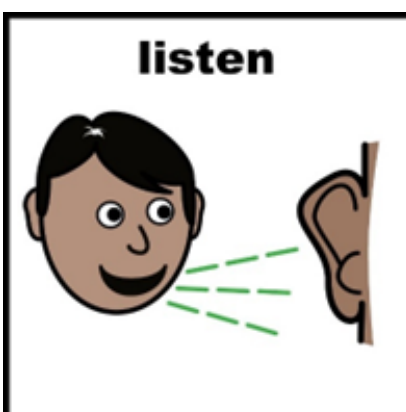
We will help staff and patients to listen to each other.



We will listen to feedback. We will use it to make our hospitals a better place to be.



We will thank our staff when things are working well.



We will listen and keep finding different ways to hear from you.

Theme 2 - Learn



We will learn from feedback. We will use it to make our hospitals a better place to be.



We will use feedback in training with staff.



We will learn and make changes to stay up to date with our community.



We will create a space that supports people and their needs.

Theme 3 - Involve



We will involve you. We want you to be able to make decisions about your care.



We will create a hospital where you feel valued and respected.



We will make sure you are included when we make improvements.



We will make our hospital a place where patients and staff work in partnership.

Theme 4 - Improve



We will act on your feedback to improve how we care for you.



We will improve services to meet the needs of everybody.



We will show you what actions we have taken to make improvements. We could show these in a report.



We will keep asking what you think about our hospitals.

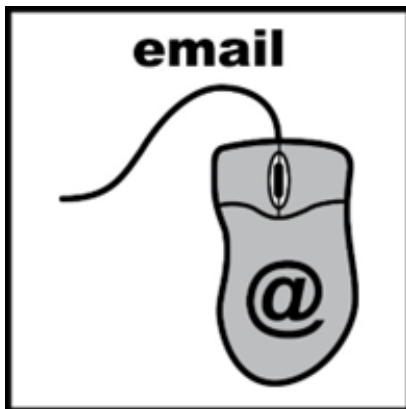
How to find out more



Look on our website:
www.sath.nhs.uk



Phone us on 01952 641222
Extension 5126



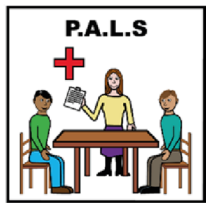
Email us at
sath.patientexperience@nhs.net



Write to us:
Patient Experience Team
The Shrewsbury and Telford Hospital
Flat 3, Stretton House
Mytton Oak Road
Shrewsbury
SY3 8XQ



Further information is available from:



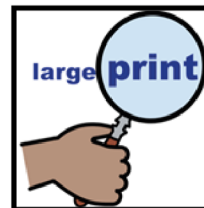
Patient Advice and Liaison Service (PALS)
Royal Shrewsbury Hospital: 0800 7830057
Princess Royal Hospital: 01952 282888



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