

Experience of Care Strategy

2024 to 2029

We will

- Listen
- Learn
- Involve
- Improve



Introduction

Together with people using our services and the wider community, we are proud to present our Experience of Care Strategy. This strategy is in line with the hospitals overall vision to offer excellent care for the communities we serve.

Giving excellent care goes hand in hand with the experience of our patients. Every interaction counts. Patient experience must be included in the leadership, culture, and the way the hospitals work. We can achieve this by having effective leadership at every level, having a joined up approach to listening, understanding, and learning from people accessing our services. Using feedback to measure and drive continuous improvement.

Together, we can create a healthcare environment that not only meets but exceeds the expectations of those we serve.



Hayley Flavell,
Director of Nursing



We will



Listen



Learn



Involve



Improve

Our vision...

...for patient experience is to create a healthcare environment that focuses on listening, learning, involving, and improving. We are committed to actively listening to patients. Using feedback to make meaningful changes and working together to shape and improve care. By encouraging a culture of openness we will meet the needs of those we serve. We can do this by being compassionate, responsive, and providing high-quality care.

Patient experience is everyone's responsibility, every interaction shapes a patient's journey. Together, we can create a positive experience that benefits everyone.

**“Every Interaction Counts:
Patient Experience is
Everyone’s Responsibility”**

We will



Listen



Learn



Involve



Improve

Experience of Care Strategy

The strategy is a plan that sets out how we will achieve our vision. It outlines how we will improve experiences of care between 2024 and 2029. It describes our commitment to listening, being responsive, learning, involving, and continuously improving.

We have a delivery plan, detailing the steps we will take to reach these goals.



We will



Listen



Learn



Involve



Improve

Engaging With Our Communities

We will



Listen



Learn



Involve



Improve

We have developed the strategy by working with our patients, the people important to them, carers, patient partners, the local community, and colleagues. We gathered feedback through:



GP Practices



Libraries



Patient Participation Groups



Community Groups



Stands in the hospital



Social Media



SMS text



Staff newsletters

We received feedback from 2,049 voices...

We will



Listen



Learn



Involve



Improve

707 +

people who had used our Emergency Departments

518 

people who had recently stayed overnight in our hospital

471 

people who had visited an Outpatient Clinic

87 

members of staff

266 

members of our community

What people said was important to them...

We will



Listen



Learn



Involve



Improve

"Having everything explained in words I can understand."

"My concerns and queries are met with sensitivity and listened to and addressed"

"Getting good treatment. Having information to make choices, to feel confident and in control"

"To have confidence in the staff who are looking after me and to have a good rapport with them. Being called my preferred name is very important to me."

"I want my care to be a smooth, comfortable journey where I have been listened to and I know the next stage of my treatment."





Listen

Listening to patients is very important when shaping their experience. It helps healthcare providers understand their needs, concerns, and preferences.

 Listen

 Learn

 Involve

 Improve

We will

Listen

We will encourage open communication by giving people the opportunity to feedback on their experiences. We will do this in ways so that our teams get timely and meaningful feedback.

We will be responsive to feedback. We will address concerns where possible to make improvements. We will also take the time to recognise, celebrate and share positive experiences. We will highlight the efforts of our staff. We will reinforce behaviours that contribute to positive patient experiences.

By prioritising listening, we can enhance the quality of care and build trust. This will ensure that our patients feel heard and valued.

We will



Listen



Learn



Involve



Improve








Learn


We will embed a culture of learning from feedback. This enables us to better understand the needs of people accessing our services. Feedback is essential for improving care. We will ensure that healthcare services meet the ever changing needs of patients.

We will

 Listen

 Learn

 Involve

 Improve



Learn

We will use feedback to support learning and development. Using insights from individuals with lived experience to guide our decisions and strategies.

By prioritising the learning process from patient feedback, we can build a responsive healthcare environment. Continuously evolving to meet patient needs and expectations. Our ongoing improvement means that our services will stay relevant and effective. It will:

- Enhance patient satisfaction and outcomes
- Develop a culture where we welcome feedback
- Encourage open communication
- Build trust
- Reinforce our dedication to patient-centred care

As we learn and adapt, we will not only tackle current challenges but be ready for future needs. We will create a more holistic and supportive healthcare experience.



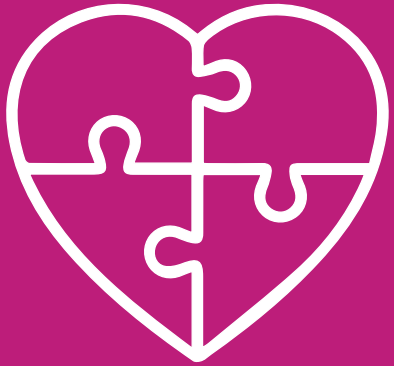

Listen


Learn


Involve


Improve

We will



Involve

By working together patients can feel heard, valued, and empowered in their care journey. We will actively involve patients in their healthcare journey.

We will

 Listen

 Learn

 Involve

 Improve



Involve

We will support them in making informed choices. We will ensure that their voices are heard in decision making. We want to encourage a sense of ownership in their care. By involving patients, we can create a more inclusive healthcare environment. Our aim is to improve patient experience and outcomes.

We will encourage a culture of continuous improvement. We will work together to use feedback from people accessing our hospital. This will enhance the quality of our services and strengthen trust. This commitment to working together and being responsive will improve patient experiences. It will also create a supportive atmosphere where every patient feels valued and respected.

Our goal is to make sure that healthcare becomes a partnership. A place where patients and staff work hand in hand to achieve the best outcomes.



We will



Listen



Learn



Involve



Improve



Improve

Improving patient experience needs a compassionate approach and good communication. We will look for ways to continuously improve.

We will



Listen



Learn



Involve



Improve



Improve

We will act on patient feedback to improve the quality of care. We will make sure services meet the needs of those we serve, and create a patient-centred experience. We will improve patient experience through all interactions with our services. By gathering feedback we will identify our priorities and areas for improvement.

We will be able to show the actions taken. By prioritising improvements in patient experience, we can create a more supportive and responsive healthcare environment.



We will



Listen



Learn



Involve



Improve

This strategy can be made available in a range of languages and formats such as large prints, audio, BSL film and Braille through contacting the Patient Experience Team:

Address:

Flat 3, Stretton House
Royal Shrewsbury Hospital
Mytton Oak Road
Shrewsbury
SY3 8XQ

Email: sath.patientexperience@nhs.net

Telephone: 01952 641222 Ext 5126