



listening to patients,
speaking up for change

The Patient Experience and Interaction with Health Services

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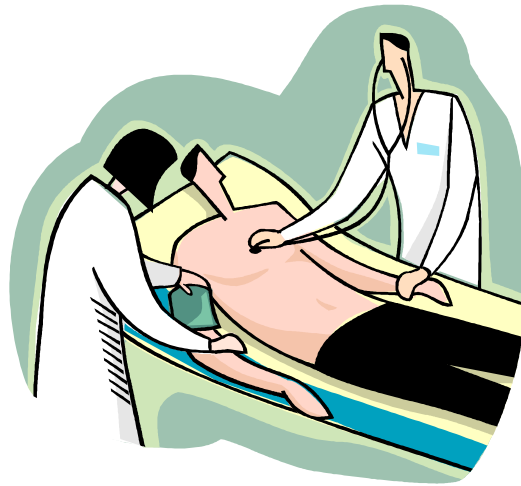


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The Patients Association

- 48 years old, independent national charity
- Listening to patients, speaking up for change
- Helpline 5,000+ enquiries a year
- Campaigning
 - Media
 - Stakeholders
 - Consultation submissions
 - All Party Parliamentary Group on Patient and Public Involvement in Health

Why do patient experiences matter?



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“Every time I went in to see my GP I was treated as a nuisance.”

“The doctor cannot see past the disease and see that there is a person suffering underneath.”

Patient centred care

- To ensure patients are treated as people not statistics
- To make sure patients have access to the right information
- *No decision about me without me*
- To inform and improve healthcare

Where do Patients Stand today?

- Healthcare has changed radically in the last 60 years
- Healthcare professional seen as technicians not carers
- Lack of compassion and empathy
- Feeling of disenfranchisement

How can Patient Experiences help to change care?

- Make healthcare professionals aware of the need for change
- To inform any changes made to healthcare services
- Change structures to make them more accessible for patients

How are patient experiences collected?

- Patient survey
 - PROMS
- Patient/carer accounts
- Focus groups
- Case note reviews

Patient Reported Outcome Measures

- Introduced in 2009
- Survey of patient outcomes
- Given to patient when they leave hospital
- Used to evaluate the efficiency and cost-effectiveness of different technical approaches to care

The Patients Association Helpline

- The Patients Association Helpline receives 5,000+ enquiries a year on a huge variety of topics
 - Access to medical records
 - Finding health services
 - Help with making complaints
 - Understanding the NHS bureaucracy on a variety of issues

HealthWatch

- What is the place of HealthWatch?
- Relationship with LINKs?
- Variability between operating areas?

Using Patient Experiences

- Sitting on the information?
- Giving the information the importance it deserves
- Using the information to genuinely improve standard of care

Conclusion

- Patient Experience is crucial in driving forward better services that have patients at the centre
- Gathering patient experience – whether by PROMS, surveys, focus groups – should not be tokenistic, but must be used to drive change
- HealthWatch and *‘no decision about me, without me’*, promise to listen to patients but we need more clarity around how this will be achieved and how variability will be addressed

Any Questions?



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