

Experience of Care – our priorities 2020 – 2021

Our aim is to improve the experience of care of every patient, family member and carer of people who use our services by gathering, hearing and acting on feedback.

Objective 1	Objective 2	Objective 3
<i>Come to us – your patients</i> : we shall provide a broader and more creative range of face to face feedback opportunities with a focus on people we seldom hear.	<i>Hear our story – and that of our families and carers:</i> we shall develop the concept of community conversations, increasing the number and scope to enable more people to have their say.	<i>Do something with what we tell you - and tell us about what you have changed:</i> we shall implement a system of recording and reporting what services have done with the gift of feedback from people who use our services.
Supporting projects		
<p>1. National Complaints Standards Framework – support the inclusion of local people in the development of the framework, and as part of the national working party advise on improving access to the complaints process.</p>		
<p>2. Experience of Care Pathways – lead the development of a system wide, local people, health, social care and third sector partnered approach to gathering and using feedback to improve the services we provide.</p>		
<p>3. An integrated approach to experience of care and patient safety – pilot a new Experience of Care Lead role to improve our collection and use of experience of care data alongside safety and quality data, ensuring a more holistic approach to quality monitoring to drive quality improvement.</p>		
<p>4. Supporting family carers – working with Portsmouth Hospitals, Carers Centre Portsmouth and Adult Social Care pilot a way to improve early identification of carers and improve our understanding of the experience of carers.</p>		
<p>5. Involving local people in everything we do – simply making this the way we do things here at Solent!</p>		