

What to do next if you want to tell us your experience

Contact your Participation and Engagement Lead on the details below.

They will be able to give you further information.

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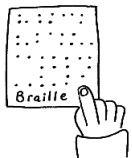
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The value of capturing patient and carer experience



This leaflet is available in other languages or formats



For more information see www.cwp.nhs.uk.

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A introduction for staff



Involvement



Why gather Patient and Carer experience?

Listening to a patient or carers experience can really help them to feel valued and understanding their experience can really help us to learn and improve our services.

Other terms can sometimes be used to describe patient and carer experiences such as 'patient and carer stories' or 'voices' or 'journeys'.

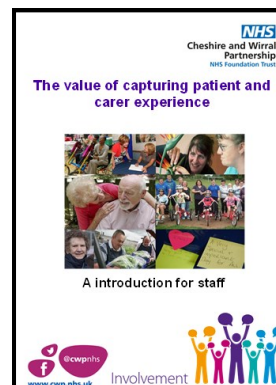
What are the benefits of collecting patient and carer experiences?

Staff and services can learn things from the patient and carer perspective. It is an opportunity to hear truly positive feedback about what's working well but its also an opportunity to learn and find out where things can be improved or where there are gaps in services.

How can staff support patients and carers to get involved?

Staff can liaise with the participation and engagement workers as regards thoughts on a patients or carers readiness to taking part and any reasonable adjustments discussed that can be made to put the patient or carer more at ease. With the consent of the patient or carer staff can then forward contact details of patients and carers willing to tell their experience.

A convenient time and venue would then be arranged with the patient or carer to meet and prior to this the patient or carer should have been given the information booklet by their staff introducing and explaining what it means to talk about their experience and what will happen.



Is there help or support for the patient or carer when telling their experience?

Participation and engagement workers are trained in gathering patient and carer experiences and are supported by trained volunteers who have unique lived experience as well as empathy and understanding. Therefore the patient or carer is well supported when telling their experience. Patients can request a clinical team member, carer, family member or friend to be present if they so wish.

Consent issues a patient or carer may have

All transcribed stories are anonymised unless the patient or carer wishes to share their identity. This is discussed right at the beginning as part of the consent process.

When an experience has been captured by voice recorder it will be deleted once it has been transcribed and sent to the relevant service/s.

Who will have access to the information gathered from patient and carer experience?

Only staff and volunteers involved in capturing patient and carer experiences will have access to information that identifies the person, unless the patient or carer has given consent to be identified. With the patients or carers consent their experience will be shared with relevant teams and services involved in their care. Learning outcomes and recommendations will then be identified and shared wider to enable others to learn from these experiences.

Summary for Staff

Very often patient and carer experiences are filled with praise and thanks for the assistance the staff in services have given them in their journey.

Staff should see this as an opportunity to learn and improve services through people's experiences but also to receive well earned plaudits that at times perhaps get overlooked.