



WALES AUDIT OFFICE
SWYDDFA ARCHWILIO CYMRU

The Good Practice Exchange
Y Gyfnewidfa Arfer Da



Learning from patient experience: Key questions for NHS board members



Introduction

Listening to the experiences of patients, families and carers should be a fundamental part of learning in the NHS.

For health bodies to learn effectively from patients' experiences, they need structured, planned activity that is built into their normal working practices. The Health and Care Standards also require health bodies to demonstrate how they are responding to user experience to improve services.

The Wales Audit Office ran a successful webinar¹ on patient experience and service user engagement in July 2015, involving senior officials and experts from across the public sector in Wales.

We have now produced the questions below with the aim of supporting NHS board members to seek assurance that their organisations are doing enough to learn from patients and are using this learning to improve their services.

Our questions focus mainly on the ways that health bodies ask patients for feedback, rather than focusing on the management of concerns and complaints (but health bodies should be taking account of all types of feedback from patients if they truly want to improve patient experience).

¹ www.audit.wales/events/how-service-user-experience-can-improve-strategic-direction-and-services

Questions for board members

Commitment



How does the organisation demonstrate commitment to learning from patients?

Has the organisation made a public commitment to learn from patients?

Is there a positive organisational culture that truly values the views of patients?

How does the Chair/Chief Executive promote a culture of listening to patients?

Does the organisation listen all the time or only when it wants to make changes to services?

How does the organisation emphasise to all staff that listening to and learning from patients is everybody's business?

Strategy



Does the organisation have a clear strategic approach that sets out how it wants to learn from patients?

Does the organisation have a documented strategy for listening to and learning from patients?

How is the organisation ensuring sufficient coordination of all of its activity related to patient experience?

Resources



Does the organisation have the right resources to learn from patients?

Does the organisation have adequate resources to deliver its strategy for listening to and learning from patients?

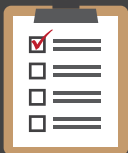
Does the organisation have sufficient expertise in patient feedback data analysis?

Is there readily-available training, guidance and tools for staff?

Is there sufficient quality assurance/checking of the tools used for measuring patient experience? (to ensure they produce high quality data/outputs)

Does the organisation have sufficient resources/capacity to take the findings from patient experience reports and translate them into improvement work?

Methods



Does the organisation have a wide enough range of methods for learning from patients?

How is the organisation ensuring coverage of all of its services and locations?

How is the organisation seeking feedback from people/groups that are seldom heard?

How is the organisation seeking the following types of feedback: real-time; in-depth; retrospective; narrative/patient stories.

What mechanisms are there for patients to give their views at any time, in a variety of ways, without being prompted?

Triangulation



Is the organisation triangulating patient feedback information with other important data?

How does the organisation get a rounded picture of patient experience, quality and safety, complaints, concerns, incidents, outcomes etc?

Does the organisation listen to staff and triangulate this with patient views?

Does the organisation triangulate patients' views with the findings of service reviews or audits?

Is the organisation benchmarking its patient experience with other bodies?

Honest Reporting



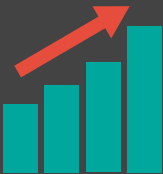
Is the organisation reporting patient feedback honestly and in public?

Is the organisation transparently reporting the feedback it gets from patients?

Do the reports present negative views from patients as well as positive views?

Are these reports publicised to the public and to the organisation's staff?

Taking Action



How is the organisation using patient feedback to make improvements?

Is the organisation taking direct action in response to the feedback it receives?

Is the organisation empowering its staff to make changes?

How does the organisation publicise the action it has taken?

How does the organisation tell patients how their feedback has led to change?