



Category: Setting the Stage/Measuring Reporting and Acting

Award Reference Number: 1183
Region: North East
Disease: Mental Health, learning disabilities, substance misuse
Organisation Type: In/out patient
Intervention: Measurement - real time
Key words: Tees, Esk Wear

Patient Experience - Developing quality indicators with service users to measure patient experience in mental health

Tees Esk and Wear Valleys NHS Foundation Trust

Setting: Tees Esk and Wear Valleys NHS Foundation Trust provides a range of mental health, learning disability and substance misuse services for the 1.3 million people living in County Durham, the Tees Valley and the Scarborough, Whitby and Ryedale areas of North Yorkshire.

The trust employs around 5000 staff and has an annual income of £220m and services are spread over a wide geographical area which includes coastal, rural and industrial areas.

Introduction: Patient experience was identified by Lord Darzi in 2008 as one of the three components of high quality care, alongside patient safety and effectiveness of care.

The Care Quality Commission (CQC 2010) will require frequent and regular use of information on the views and experiences of those using services, and those of their families and carers

Making Experiences Count (Department of Health 2009) also requires us to gain a better understanding of patient experience as does the publication Our Health Our Care, Our Say (Department of Health 2006).

The development and implementation of patient experience indicators and data collection systems has been prioritised by the trust for 2010/11. The approach to develop quality indicators using a patient led model rather than using pre-designed measures was advocated by the trust.

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