



Category: Setting the Stage/Measuring Reporting and Acting

Award Reference Number: 1184
Region: East
Disease: Cardiothoracic
Organisation Type: In/out patient
Intervention: Measurement
Key words: Cambridge

Account of the Patient Experience

Papworth Hospital NHS Foundation Trust

Setting: Papworth is the UK's largest specialist cardiothoracic Hospital. Our services include cardiology, respiratory medicine, and cardiothoracic surgery and we are the country's main heart and lung transplant centre. We serve over three million people in the East of England, however the specialist nature of much of our work means that patients from all over the UK come to Papworth for their treatment. We have 210 inpatient beds, 32 critical care beds and 30 day case beds with 1,500 staff.

Introduction: Results from the patient satisfaction surveys are very helpful, but they are retrospective and it is not always easy to identify what changes need to be made from the findings.

With the national emphasis on patient experience, this project gives real time feedback first hand from the patient and will allow us to take immediate action to resolve problems. This real time experience can then be used as a comparison with the patient satisfaction surveys and the weekly Dr Foster patient experience tracker results to ensure that we are making an improvement to our services.

Long term goal to have a reduction in complaints and address those issues that are of real importance to our patients as quickly as possible.

Longer term goal to increase staff confidence in using feedback from our patients to ensure that this influences all that we do.

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