



Category: Setting the Stage/Measuring Reporting and Acting

Award Reference Number: 1188
Region: South East
Disease: Cross dept
Organisation Type: In/out patient
Intervention: Measurement
Key words: London

Kings Patient Experience Report

King's College Hospital NHS Foundation Trust

Setting: King's is one of London's largest and busiest teaching hospitals, with a unique profile of strong local services and a focused set of specialist services. This includes providing specialist services to patients across a wide catchment, and we are recognised nationally and internationally for our work in liver disease and transplantation, neurosciences, cardiac and haemato-oncology.

Introduction: Following disappointing results in the National Inpatient Survey, in 2004 King's introduced a programme of work to better understand our patients' experiences of the care we provide in order to improve that experience. At the heart of this is the "How are we doing?" feedback programme where we ask all inpatients to give us their opinion of the care they received. This feedback from patients is a key part of our performance monitoring framework and is included in our monthly Patient Experience Report which integrates patient feedback from complaints, PALS, How are we doing? and patient comments.

Nominated Contact: *Jessica Bush, Head of Patient and Public Involvement, King's College Hospital NHS Foundation Trust*