



Category: Setting the Stage/Strengthening the Foundation

Award Reference Number: 1208
Region: North West
Disease: Women's Health
Organisation Type: In/out/community
Intervention: Patient Engagement/ involvement
Key words: Liverpool

Know who I am. Hear what I say

Liverpool Womens NHS Foundation Trust

Setting: Liverpool Women's NHS Foundation Trust was founded in 2005. The organisation had been created in 1995 when all services for women and babies in Liverpool came together under one roof in a state of the art building in the heart of Toxteth.

In 2000 the Trust took over the management of the Aintree Centre for Women's Health, which had provided services to the women of north Liverpool, Sefton and Knowsley, in so doing it became one of the largest women's hospitals in Europe. Gaining Foundation Trust status in 2005, the Trust now delivers over 8,000 babies, carries out 10,000 gynaecological procedures and care for 1,000 pre term infants each year.

Introduction: The Trust identified a need to develop patient involvement and the way it utilises patient experience information within the organisation, this was viewed as an important vehicle in delivering the Trusts overall vision

"To be the recognised leader in healthcare for women, babies and their families and deliver the best possible experience for patients and staff".

Unlike many corporate strategies this strategy was not developed in the offices of senior managers, but during extensive consultation and dialogue with service users, their families and the local community. The views and ideas voices by patients and service users are evident in every part of the strategy described in the document "know who I am , hear what I say" (see supporting doc 1).

The strategy development work was underpinned by the team's firm belief that clearly understanding what a positive patient experience at the Trust looks and feels like from the patient's perspectives was required to develop a truly consumer-led approach.

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