



Category: Access to Information

Award Reference Number: 1279
Region: South East
Disease: Cross dept
Organisation Type: Agency/In patient
Intervention: Patient feedback
Key words: Dr Foster, London, Homerton, PET

A strategic approach to patient experience

Homerton University Hospital NHS Foundation Trust

Setting:

Homerton University Hospital NHS Foundation Trust is based in the east London borough of Hackney. It provides general hospital services to Hackney and the City of London and specialist care in obstetrics, neonatology, fetal medicine, laparoscopic surgery, fertility, bariatric surgery, obesity surgery and neurorehabilitation across east London and beyond. It was one of the first 10 NHS foundation trusts in England.

Introduction:

The Trust wanted to maximise the effectiveness of its patient feedback and use it to inform strategic planning and performance management and embed it as culture within its front line staff. Jennie Negus, Deputy Chief Nurse has been spearheading the patient experience strategy in the trust for over four years.

Nominated Contact: Jennie Negus, Deputy Chief Nurse, Homerton University Hospital NHS Foundation Trust