

# BURTON HEALTH TEAM WINS MAJOR NATIONAL AWARD FOR ITS COMMITMENT TO PATIENTS

- Innovation and a commitment to improving the welfare of terminally ill people are the outstanding features of successful Healthcare at Home entry.

FOR IMMEDIATE RELEASE | 23 January 2012

A private healthcare company from Burton-on-Trent has received a prestigious award from the leading UK body that is committed to improving the Patient Experience for millions of people every year.

Health professionals from **Healthcare at Home** picked up the prestigious *Access, Continuity and Support* category award at the Patient Experience Network National Awards (PENNA).

The judges were particularly impressed with the compassion, sensitivity and outstanding professionalism displayed by Healthcare at Home as it sought to reduce the number of hospital stays experienced by people living in Birmingham – many of them elderly – who have less than 12 months to live.

The team from Burton was praised by Judges after demonstrating it had been able to reduce the number of hospital stays by 200% – while significantly improving the caring experience received by all patients.

“I would personally like to congratulate the team from Burton for the quality of the work they are doing with so many people in Birmingham,” commented Ruth Evans, organiser of PENNA and Director of the Patient Experience Network.

“There have been huge improvements in the quality of the Patient Experience being received by many people who are suffering from terminal illnesses. The improvements to their care are a direct result of the work being undertaken by the Healthcare at Home team, which is really making a difference to the care these people are receiving.”

It is the second time the work of Healthcare at Home team has received an accolade from PENNA. The awards ceremony took place in Birmingham on 18 January 2012.

“Our awards this year demonstrate the patient experience is increasingly being recognised as a critical component driving the health service,” added Ruth Evans.

“There is still a long way to go before there is universal buy-in from senior managers for an improved patient experience across all hospitals in the UK. But we’ve seen real progress in the last 12 months – and this augurs well for 2012 and beyond.”

The other winners on the day were:

- **NHS Lothian:** overall winner and Environment of Care category award;
- **Knowsley Health and WellBeing:** *Communicating Effectively with Patients and Families* and *Personalisation of Care* category awards;
- **Northumbria Healthcare NHS Foundation Trust:** *Measuring, Reporting and Acting* category award;
- **Healthcare at Home:** *Access, Continuity and Support* category award.

For her outstanding patient-focussed work spanning several years, PENNA also chose **Annie Laverty**, Director of Patient Experience at Northumbria Healthcare NHS

Foundation Trust, to be the inaugural recipient of its *Outstanding Contribution to the Patient Experience Award*.

**FOR FURTHER INFORMATION, PLEASE CONTACT:**

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