

KNOWSLEY HEALTH TEAM WINS TWO NATIONAL AWARDS FOR ITS COMMITMENT TO PATIENTS

- Innovation and a commitment to improving patient welfare at a local level are the outstanding features of successful Merseyside entries.

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Healthcare professionals from an NHS Trust in Merseyside have received two prestigious awards from a leading UK body that is committed to improving the Patient Experience for millions of people every year.

Nurses, doctors and administrators from **Knowsley Health and Wellbeing** picked up prestigious category awards for *Communicating Effectively with Patients and Families* and the *Personalisation of Care* they offer at the Patient Experience Network National Awards (PENNA).

The judges were particularly impressed with the way in which Trust staff support patients suffering from cardio vascular diseases and strokes – and how they have tackled the significant and unplanned care costs associated with both conditions without compromising the quality of care being delivered on a daily basis.

Much of the work undertaken in recent months has been extremely innovative and has resulted in a lot of cultural change taking place at the Trust's three hospitals.

"I would personally like to congratulate Knowsley Health and Wellbeing for the quality of the work they are doing locally and regionally," 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 in Merseyside who are suffering from heart problems, or have had strokes. The improvements to their care are a direct result of the work being undertaken by the local Patient Experience team, which is really making a difference to the welfare of people."

Knowsley Health and Wellbeing was the only organisation among the 25 PENNA finalists to win two category awards. 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;
- **Leicester City PCT:** *Strengthening the Foundation* category award;
- **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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