

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

- Innovation and a commitment to improving the welfare of young people suffering from mental health problems are the outstanding features of successful entry.

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

Nurses, doctors and administrators from **Leicester City Primary Care Trust** and **Leicestershire and Rutland NHS trust** picked up the prestigious *Strengthening the Foundation* category award at the Patient Experience Network National Awards (PENNA).

The judges were particularly impressed with an innovative and far-reaching 18-month project, which has delivered a wide range of tangible benefits to young people who have been diagnosed with mental health problems locally.

The team from Leicester was praised by Judges after consulting widely with more than 20,000 young people and their families before implementing a plan that has had a major impact locally.

Much of the work undertaken in recent months throughout the city and county has been extremely innovative and has resulted in a far better patient experience for young people suffering with mental health conditions.

"I would personally like to congratulate the team from Leicester 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 Leicestershire and the East Midlands. 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 young people."

It is the first time the work of the Leicester 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 Lavery**, 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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