

NORTHUMBRIA HEALTH TEAM WINS MAJOR AWARD FOR ITS COMMITMENT TO PATIENTS

- Patient Experience judges praise innovation, quality-based outcomes and a commitment to improving the welfare of people suffering from hip fractures.

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

Northumbria Healthcare NHS Foundation Trust picked up the prestigious *Measuring, Reporting and Acting* category award at the Patient Experience Network National Awards (PENNA).

The excellent work undertaken by teams throughout the county was widely praised by the Judges – particularly the Trust’s delivery of the UK’s best performance for aiding patients who have suffered a hip fracture. Hip fractures are notoriously problematic, with a high percentage of all sufferers nationally dying as a result of the trauma and suffering they experience.

The Northumbria team’s work has resulted in mortality rates plummeting locally and the Trust receiving widespread recognition from key stakeholders – including the national media – about the speed in which clinical and surgical teams are able to respond to the needs of patients, many who are elderly.

“I would personally like to congratulate the team from Northumbria for the quality of the work they are doing with so many people,” 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 hip fractures. The improvements to their care, particularly the speed in which they receive an operation, are a direct result of the work being undertaken by the Trust’s Patient Experience team, which is really making a difference to the care these people are receiving.”

There was more good news for the Trust at the awards, when **Annie Laverty**, Director of Patient Experience, was a hugely popular choice to be the recipient of PENNA’s *Outstanding Contribution to the Patient Experience Award*.

“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;
- **Knowsley Health and WellBeing:** *Communicating Effectively with Patients and Families* and *Personalisation of Care* category awards;
- **Healthcare at Home:** *Access, Continuity and Support* category award;

FOR FURTHER INFORMATION, PLEASE CONTACT:

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