

NHS Lanarkshire team that “goes the extra mile” scoops prestigious Patient Experience award

- Innovative NHS Lanarkshire initiative that helps and supports “frail, older adults” receives well-earned national recognition

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An NHS health trust catering for the needs of a significant number of “frail, older adults” requiring coordinated care in their homes has won a prestigious award at the Patient Experience Network National Awards (PENNA).

Against strong competition, **NHS Lanarkshire’s** winning entry in the *Continuity of Care* category demonstrated to judges that Trust staff consistently go “the extra mile” to ensure patients benefit from the very highest standards of care.

In particular, the 90,000-strong population of East Kilbride and Strathaven – where people aged over-65 account for 1-in-3 adults – delivered an absolute commitment to help the elderly to “stay at home whenever possible” and help them “return home as soon as possible if admitted to hospital”.

The judges were highly impressed with the results generated, with 89% of people who benefit from NHS Lanarkshire’s 24-hour community nursing, therapy and home care services successfully remaining at home. A key factor in these positive outcomes has been the strong collaborative work done by NHS staff with social care, nursing, physiotherapy, occupational therapy, specialist health services and acute health colleagues.

“This is an excellent example of what delivering a heightened Patient Experience is all about – putting the needs of people at the forefront of your thinking and delivering a service that resonates with them,” she said.

“As a key profession, PENNA believes Patient Experience leaders need to be better at measuring and reporting the impact of their initiatives to ensure they catch the attention of their leaders and also the general public.

“I am delighted to say that the NHS Lanarkshire winning entry more than achieved this goal, helping to make this year’s event the most successful in our history.”

The awards ceremony was held at the iconic Birmingham and Midland Institute – a former refuge of the Britain’s greatest writers, Charles Dickens – based in the heart of England’s ‘second city’.

More than 200 Patient Experience professionals, including the Jane Cummings, chief nursing officer of NHS England, gathered on 5 February, to celebrate 12 months of real achievement in the field of Patient Experience throughout the NHS and private healthcare sectors.

Other category winners on the day were:

- **Sally Ryan of Ipswich Hospital NHS Trust:** Patient Experience Professional of the Year
- **Kath Evans of NHS England:** Outstanding Contribution Award
- **Northumbria Healthcare NHS Foundation Trust:** *Innovative Use of Technology and Personalisation of Care Awards*
- **Nottinghamshire Healthcare NHS Trust:** *Innovative Use of Technology - Social Media and Setting the Stage - Strengthening the Foundation Awards*
- **South Essex Partnership University NHS Foundation Trust:** *Access to Information Award*
- **University Hospitals Birmingham NHS Foundation Trust:** *Environment of Care Award*
- **Yorkshire Ambulance Service:** *Setting the Stage - Measuring, Reporting and Acting Award*
- **Liverpool Heart and Chest NHS Foundation Trust:** *Setting the Stage - Support for Caregivers Award*
- **Walsall Healthcare NHS Trust:** *Staff Engagement - Improving Staff Experience Award*
- **Liverpool Heart and Chest NHS Foundation Trust:** Overall Winner

“You cannot underestimate just how much effort, time and goodwill individuals and teams have put into these superb initiatives,” said Ruth Evans.

“But the reality is that patients throughout Britain are the big winners from these initiatives. It means they are experiencing heightened standards of and outcomes and services that are commensurate with their needs and expectations.

“The challenge for all health professionals is making the kind of output and results achieved by NHS Lanarkshire the norm on a daily basis.”

FOR MORE INFORMATION, PLEASE CONTACT:

- **RUTH EVANS**, Managing Director, PENNA
Mobile: 07796 606610 **Email:**
r.evans@patientexperiencenetwork.org

- **TONY YORKE**, Media Relations Adviser, PENNA
Mobile: 07879 658888