

# Nottinghamshire NHS team that “goes the extra mile” scoops top Patient Experience awards

- Innovative projects pioneered by Nottinghamshire Healthcare NHS Trust across the region receive national recognition

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An NHS health trust that caters for the mental health, learning disability and community health service needs of many thousands of people living in Nottinghamshire, has won two prestigious awards at the Patient Experience Network National Awards (PENNA).

Against strong competition, **the Nottinghamshire Healthcare NHS Trust’s** winning entries demonstrated to judges that staff consistently go “the extra mile” to ensure patients benefit from the very highest standards of care.

In particular, the Trust’s bid to become the “most open and responsive organisation in the NHS” – via the creation of a publicly accessible Patient Experience website– was warmly greeted by judges, who unanimously agreed it was a worthy winner of the *Innovative Use of Technology – Social Media* category award.

The new site has helped Nottinghamshire generate a 43% increase in completed Patient Experience surveys and generate more than 14,500 comments from members of the public, which have been analysed and fed back to staff so they can take appropriate actions.

In its *Setting the Stage – Strengthening the Foundation* winning category entry, Nottinghamshire showcased the innovative work it is doing in staff recruitment to ensure only people who are “naturally compassionate and driven by a strong value base”.

The Trust has set up a special interview panel consisting of volunteers and service users, who question candidates about a wide range of people-centric views and opinions. The results are a key part of the information that is used when assessing the credentials of potential employees.

“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 Nottinghamshire Healthcare NHS Trust winning entries 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 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*
- **South Essex Partnership University NHS Foundation Trust:** *Access to Information Award*
- **NHS Lanarkshire:** *Continuity of Care 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 the Nottinghamshire Healthcare NHS Trust the norm on a daily basis.”

The Trust manages mental health, learning disability and community health services across Nottinghamshire and Bassetlaw – with more than 8,800 staff working out of 100 sites.

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