



# LATEST NEWS

PATIENT EXPERIENCE NETWORK  
*Re:thinking the experience*

## Growing number of NHS Trusts are committed to delivering an improved 'patient experience'

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- 2011 Award entries demonstrate a growing appetite among health professionals to meet – and exceed – patient expectations.

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Significant and tangible improvements in the quality of the 'patient experience' received by millions of people have been delivered by NHS Trusts and other healthcare providers during the last 12 months.

Today, more innovative and far-reaching projects than ever before are being delivered by committed healthcare professionals to ensure the needs of patients are consistently being identified and met.

Although there is still some way to go before health providers are capable of delivering consistently high levels of patient experience outcomes, Ruth Evans, Director of the Patient Experience Network, believes that healthcare has turned an important corner in its quest to be truly patient-focused.

While congratulating the 24 healthcare organisations – including Trusts, a hospice and a Home Healthcare company – whose innovative and valuable work has been shortlisted in the **2011 Patient Experience Network National Awards (PENNA)**, Ruth Evans said: "In just 12 months, there has been a marked improvement in the quality of the patient experience work being carried out in the UK.

"Healthcare professionals now understand what is required to ensure the patient's needs are met while they receive treatment. And, as the high quality of the entries in our awards demonstrates, greater numbers of Trusts and other healthcare providers are now taking proactive steps to ensure their people deliver a heightened patient experience for everyone who uses their service."

"This is good news for everyone who cares about the NHS. Of course, there is still a long way to go before the delivery of a heightened patient experience is part of the DNA of every health worker. But, as our awards demonstrate, there has been significant and tangible progress during the last 12 months, and that is very welcome news indeed."

The Patient Experience Network National Awards will be hosted at the Birmingham and Midland Institute on 18 January 2012. The awards are the most important patient experience accolades of their kind in the UK and recognise the commitment, innovation, collaboration, excellence and impact of healthcare professionals.

[www.patientexperiencenetwork.org](http://www.patientexperiencenetwork.org)

#### Event sponsors





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“The quality of entries has been of the very highest standard,” added Ruth Evans. “This has made the shortlisting process very difficult for the judges, as the quality threshold is very high this time round.

“There has been a marked improvement in all key areas of assessment this year. Not only is that good news for our awards – but it also means many patients who require treatment really are benefitting from improved levels of care.”

### ***The 2011 PENNA Finalists***

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| <p><b>ACCESS TO INFORMATION/CONTINUITY OF CARE/ SUPPORT FOR CARE GIVERS, STAFF AND FAMILY AWARD</b><br/> <i>Sponsored by Sanofi Aventis</i></p> <ul style="list-style-type: none"> <li>• University Hospitals Birmingham NHS Foundation Trust</li> <li>• Healthcare at Home</li> <li>• Royal Berkshire NHS Foundation Trust</li> <li>• Northumbria Healthcare NHS Foundation Trust</li> </ul>   |
| <p><b>COMMUNICATING EFFECTIVELY WITH PATIENTS AND FAMILIES AWARD</b></p> <ul style="list-style-type: none"> <li>• NHS Lothian CHP</li> <li>• Sandwell PCT</li> <li>• Central Manchester University Hospitals NHS Foundation Trust</li> <li>• Institute of Health &amp; Society</li> <li>• Knowsley Health and Wellbeing</li> </ul>  |
| <p><b>ENVIRONMENT OF CARE AWARD</b><br/> <i>Sponsored by Awards International</i></p> <ul style="list-style-type: none"> <li>• Northumbria Healthcare NHS Foundation Trust</li> <li>• NHS Lothian</li> <li>• Salisbury NHS Foundation Trust</li> <li>• The Golden Jubilee National Hospital</li> </ul>  |
| <p><b>PERSONALISATION OF CARE AWARD</b></p> <ul style="list-style-type: none"> <li>• Royal Wolverhampton Hospitals NHS Trust</li> <li>• Taunton &amp; Somerset NHS Foundation Trust</li> <li>• Knowsley Health and Wellbeing</li> <li>• Liverpool Women's Hospital</li> </ul>   |
| <p><b>MEASURING, REPORTING AND ACTING AWARD</b><br/> <i>Sponsored by GlaxoSmithKline</i></p> <ul style="list-style-type: none"> <li>• Northumbria Healthcare NHS Foundation Trust</li> <li>• NHS North Staffordshire</li> <li>• Cambridge University Hospitals NHS Foundation Trust</li> <li>• Nottinghamshire Healthcare Trust</li> <li>• Aintree University Hospital NHS Foundation</li> </ul>  |
| <p><b>STRENGTHENING THE FOUNDATION AWARD</b><br/> <i>Sponsored by GalbraithWight</i></p> <ul style="list-style-type: none"> <li>• Northumbria Healthcare NHS Foundation Trust</li> <li>• Health Works Clinical Commissioning Group</li> <li>• NHS Leicester City PCT</li> <li>• Ashford &amp; St Peter's Hospital NHS Foundation Trust</li> <li>• Willen Hospice</li> <li>• NHS Ayrshire &amp; Arran</li> <li>• East Lancashire Medical Services</li> </ul> |



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For further information about the 2011 Awards, or the campaigning and educational work of the Patient Experience Network, please contact:

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### **Notes to Editors**

- 1 **The Patient Experience Network** is an independent not-for-profit organisation. The organisation's head office is based in East Sussex, but our work is carried out throughout the UK. We were founded in 2009.
- 2 42 healthcare professionals and patient experience experts compiled the 2011 Awards shortlist. The criteria for assessing entries are available upon request.
- 3 The second Patient Experience National Awards will be held at the Birmingham and Midland Institute (in Birmingham) on **18 January 2012**. The headline sponsor for the event is Customer Research Technology, the UK's leading provider of 'point of experience' patient survey, feedback and engagement solutions.
- 4 More information about the Awards and the Patient Experience Network can be found at **[www.patientexperiencenetwork.org](http://www.patientexperiencenetwork.org)**