

- Luke Murphy, PALS Manager
- Great Ormond Street Hospital
- Team of the year

Who are the Patient Experience Team?

Patient Advice Liaison Service

- **Luke Murphy**, PALS Manager
- **Waseema Chaudhri and Kimi Bacchus**, Pals Officers
- **Sonia Sinclair**, PALS Administrator
- **Beki Moul**, Health Information Manager

Parent and patient representatives

- **Emma James**, Involvement and Engagement Officer
- **Amy Sutton**, Interim Children and Young People's Participation Officer

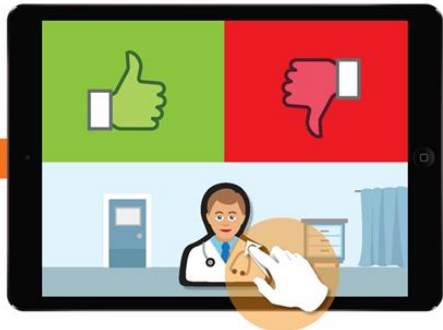
Friends and Family Test

- **Suzanne Collin**, Patient Feedback Manager
- **Taraben Kapadia**, Patient Feedback Officer
- **Laura Stiles** - Personal Assistant/Patient Experience Team Administrator

Friends and family test/ real-time system development

Do you like or don't like your doctor?"

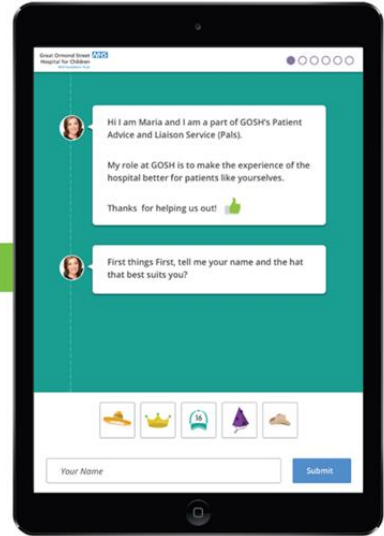
Interaction Example



Virtual Scavenger



Intro & Greeting



Young People's Forum



- Royal College for Paediatric and Child Health
- NHS Youth Forum

PALS

2016 was a very busy year

- 474 cases and 400 information requests

POP-IN



Health Information

2016 extremely demanding

- 500 new information leaflets



Teams



FUTURE PROOF

ELECTRONIC
PATIENT RECORDS

Outcomes

- Safer care
- Improved clinical effectiveness
- Enhanced patient experience