

Commissioning for Patient Experience

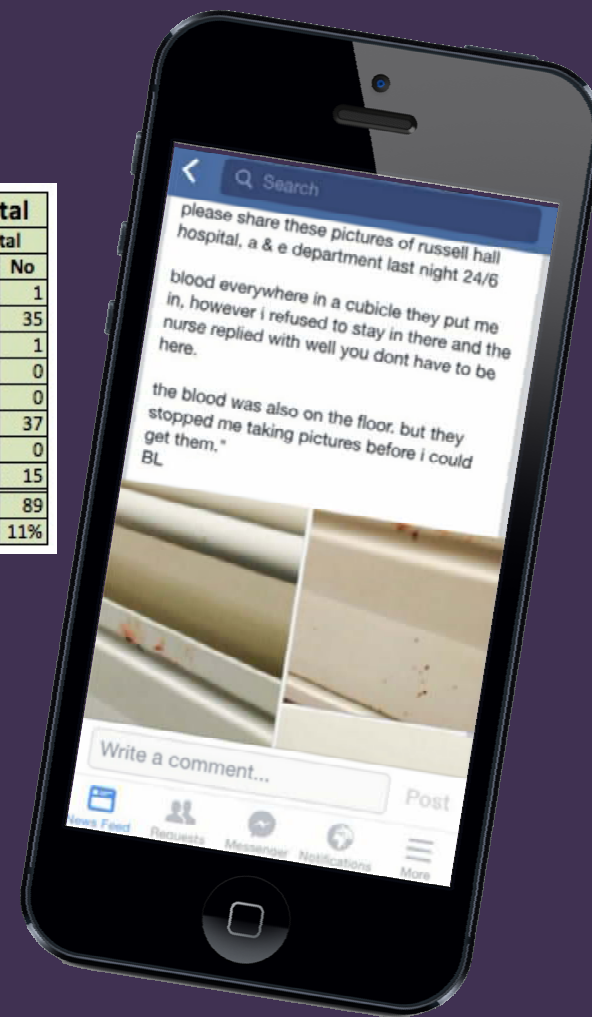
Our Journey so far....

- **Robert Franklin** – Patient Insight Specialist, Dudley Clinical Commissioning Group
- **Helen Board** – Patient and Governor Engagement Lead, The Dudley Group NHS Foundation Trust



The “Norm”

Exp. 1	1		2		3		4		5		6		7		8		9		10		Total	
Label	Total		Total		Total		Total		Total		Total		Total		Total		Total		Total		Total	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
A	29	0	29	1	30	0	26	0	29	0	28	0	30	0	27	0	30	0	28	0	286	1
B	7	2	8	7	9	2	8	4	8	4	6	2	6	2	7	3	9	5	10	4	78	35
C	7	0	7	0	10	0	12	0	8	1	8	0	11	0	13	0	10	0	11	0	97	1
D	10	0	7	0	8	0	9	0	6	0	9	0	7	0	7	0	9	0	10	0	82	0
E	4	0	4	0	7	0	3	0	3	0	5	0	5	0	6	0	3	0	8	0	48	0
F	6	2	6	5	6	3	7	4	7	4	5	4	6	5	8	3	5	4	7	3	63	37
G	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	4	0	40	0
H	5	1	5	1	5	1	5	1	5	2	5	1	5	2	5	2	5	2	5	2	50	15
Total	72	5	70	14	79	6	74	9	70	11	70	7	74	9	77	8	75	11	83	9	744	89
%	94%	6%	83%	17%	93%	7%	89%	11%	86%	14%	91%	9%	89%	11%	91%	9%	87%	13%	90%	10%	89%	11%





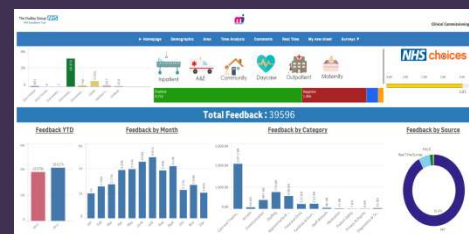
Shared reporting + shared outcomes



DGFT

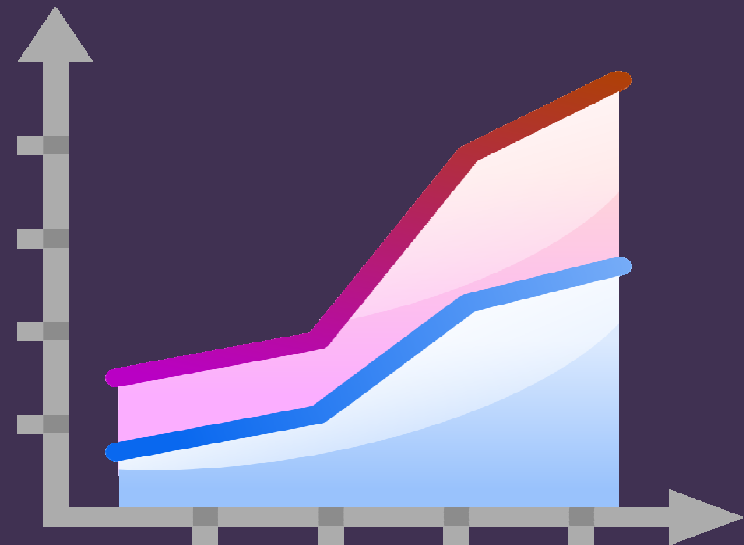
CCG

Mutual Assurance

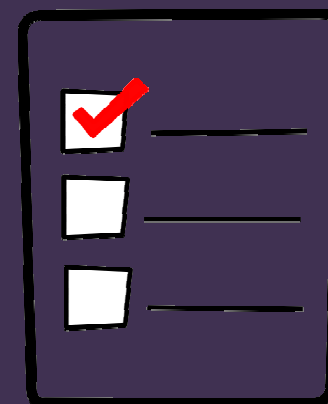
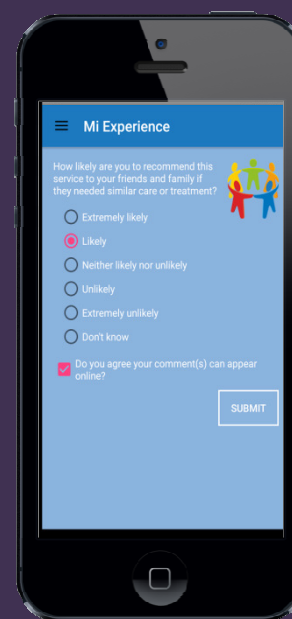
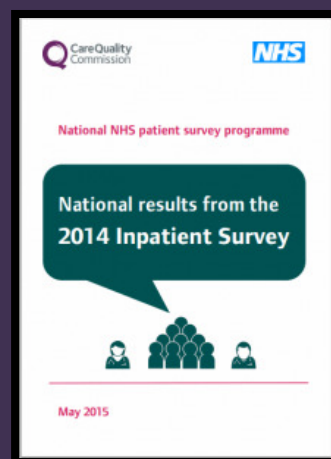
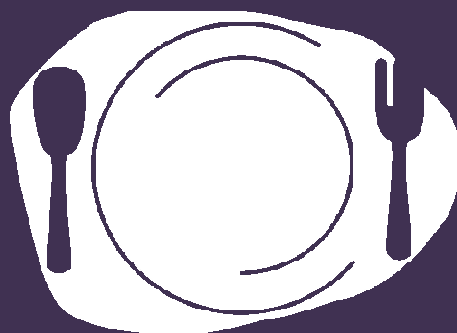


A performance indicator

**Performance + Experience
= Measurable Insight**



The impact so far



Next steps

- Patient experience across a pathway of care
- Experience based commissioning
- Make information available to public
- Involve public in shaping patient experience priorities

