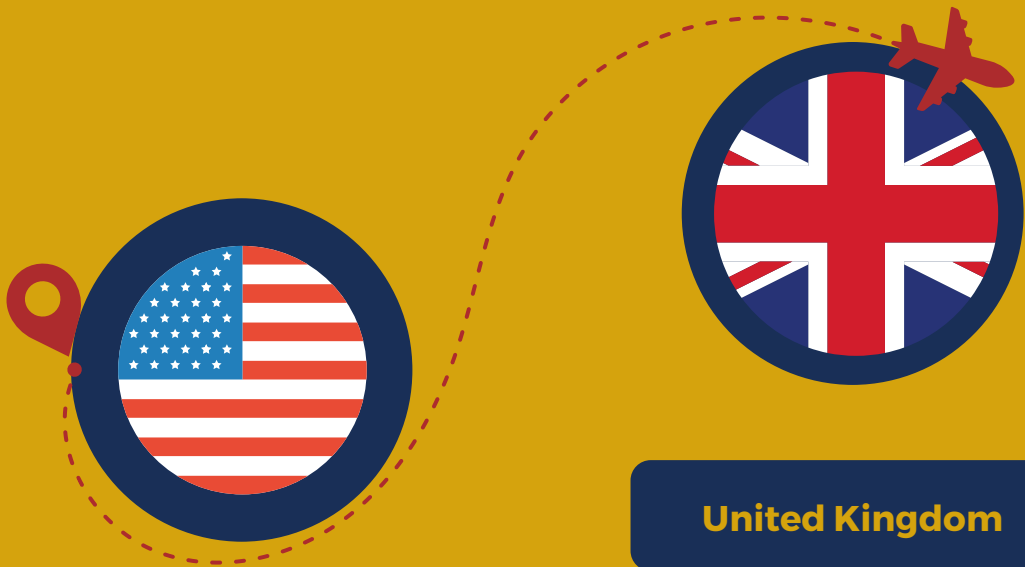




Engagement | Tailored to Fit | Defining Moments | Expertise



# AN OVERVIEW



**United States**

The birth of Positive Impressions

**United Kingdom**

Positive Impressions made its way to the UK



**Our private patient care**

Implemented within our private healthcare sector



**Rolling out across UK**

Our Patient Experience community is growing with our Positive Impressions sites

# OUR 4 KEY CORNERSTONES



When a patient forms a positive relationship and begins to trust their providers, they become more engaged in their care




## How do we promote staff and team engagement?

 Wellbeing portal

 Positive impressions feedback

 Career pathways

 Open door policies & 1-2-1s



 Team huddles

 You said, we did survey

 Be a Star  
BE A STAR

 Performer of the month





“It is important that all staff and services work together to meet the needs of all our patients and provide the best possible care. Everyone plays an important part in our patients journey throughout the trust

Lindsey Chapman - Head of Nursing  
Sherwood Forest Hospital's



# TAILORED TO FIT



Client partnerships



Site variations



Darent Valley Hospital's communication wall





# DEFINING MOMENTS



12-month  
coaching calendar



"Voice of the Patient"  
collateral



Communication

Awareness

Respect

Empathy

CARE training





# EXPERTISE

The proof is in the numbers

HOW WOULD YOU RATE THE PERSON WHO TOOK YOUR MEAL TODAY'S APPEARANCE?



AUGUST 2022

98.4%

HOW WOULD YOU RATE THE PERSON WHO TOOK YOUR MEAL TODAY'S COMMUNICATION?



SEPTEMBER 2022

97%

OVERALL SURVEY RESPONSES



APRIL  
140

JUNE  
312

AUGUST  
322

96.9%



OF PEOPLE IN AUGUST 2022  
THOUGHT WE RESPONDED  
PROMPTLY TO REQUESTS



# ENGAGEMENT

Friendly competition driving engagement



Region	Hospital	KPI	Cleaning	Cleanliness %	Catering	Catering %	Portering	Portering %	Surveys	Number of beds	Experience (Avg Score)	Experience %
Area A	Hospital 1	<div></div>	Yes	100%	Yes	100%	Yes	100%	87	114	60.7%	100%
Area B	Hospital 2	<div></div>	Yes	91%	Yes	95.5%	Yes	94%	322	478	83.8%	97.2%
Area C	Hospital 3	<div></div>	Yes	93.3%	Yes	89.9%	Yes	99.4%	181	326	85.8%	85.8%
Area D	Hospital 4	<div></div>	Yes	91.6%	Yes	95.8%	Yes	95.0%	518	946	79.9%	95%

# THE VOICE OF THE PATIENT

Service with a **smile**  
and the hostess was easy  
to to talk to



Eunice and her  
staff make each  
mealtime a  
**joyous** experience  
for me.

Domestics and catering staff  
calling me by my name made it  
feel more **relaxed**, always had a  
smile and very **helpful**

The meal host has been really  
**friendly** the whole time I've been  
here - nobody enjoys a hospital  
stay but she's made it **warm** and  
**friendly**, it makes a real difference

Raff was amazing and making me feel **comfortable**  
and suggested what to eat depending on what I  
fancied. He made me smile whenever he came in!

Sandra has been  
fantastic at keeping  
me smiling with  
her fantastically  
**positive attitude**  
throughout my  
stay, a **real gem**

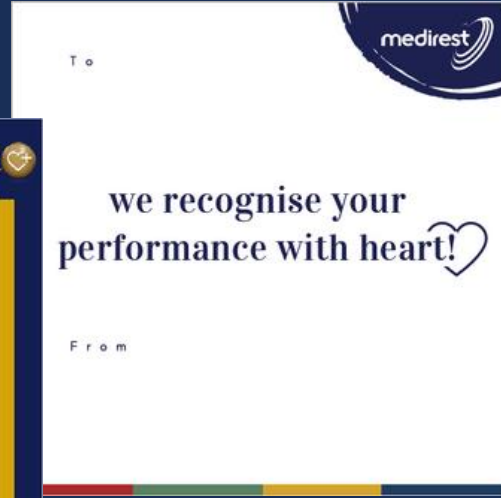




# NEXT STEPS



Thank you cards



**C**apture  **L**earn  **E**ngage  **A**nalyse  **R**espond

Using the "voice of the patient" to provide service direction

# THANK YOU

We welcome any questions

