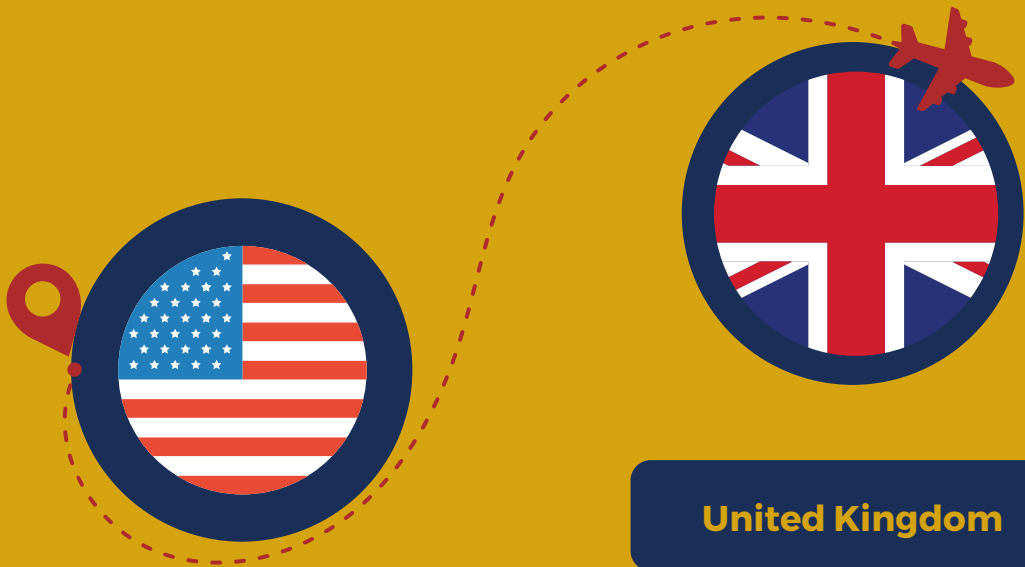




Engagement | Tailored to Fit | Defining Moments | Expertise



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



Capture  **L**earn  **E**ngage  **A**nalyse  **R**espond

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

THANK YOU

We welcome any questions

