

Picker Group acquires the Patient Experience Network (PEN)

International healthcare charity Picker has acquired the Patient Experience Network (PEN), bringing together two market leaders in measuring, understanding, and improving people's care experiences and outcomes.

Picker's acquisition of PEN builds on a strong history of collaborative working between the two organisations. The acquisition combines our breadth of expertise in person centred care and strong standing across the private and public health & care sectors.

Phil Stylianides, Chief Operating Officer, Picker Group, said:

"We are constantly looking at ways to develop Picker's impact. This exciting acquisition will enable us to support more care organisations to put people's experiences at the forefront of their decision-making, improving the quality and value of the services they provide.

We are especially excited to work with the PEN team and partners to invest and grow the fantastic PEN annual awards, unlocking even more opportunities to celebrate and share knowledge about excellence in person centred care."

Ruth Evans, Founder and Managing Director, PEN said:

"We are delighted to announce that PEN will be joining the Picker Group. In our 14 years, we have already had an incredible journey and worked with some wonderful organisations looking to improve the experience of care.

By joining Picker, we believe we will be able to make an even bigger impact together. We have some exciting plans for the years ahead – watch this space!"

Ends

Notes for Editors:

- **Picker** is an international charity working across health and social care. Established in the US in 1987 and the UK in 2000, our work is at the forefront of understanding and furthering the link between patient experience, person centred care, and clinical excellence. We believe in high quality person centred care for all, always.
- The **Patient Experience Network (PEN)** is an independent, 'not for profit', service provider and membership-based network. PEN is founded upon an understanding of the importance of a great experience – whether this is for patients, carers, or staff.
- For Media enquiries, please contact the Marketing & Communications Manager at Picker, Lorraine Pullen **pressoffice@pickereurope.ac.uk** **Mobile: 07825 952160**