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Patient Experience Principles & Action Labs

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What are Moorfields' Patient Experience Principles and how did we get here?



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The question at the heart of this work:

How might we better understand,
anticipate and meet patients' needs
throughout their experience of Moorfields
in order to live out our values of Kindness,
Equity and Excellence?



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"I have a better understanding of patient experience now, so I'd like to attend similar workshops in the future"



"It was a great opportunity I think, to say all the things we've wanted to say for a long time, and you know, I hope that great things come out of it and I wish you all well"



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How do we get from
'poster' to practice?



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What is an Action Lab?

A programme which introduces our patient experience principles by bringing together teams across Moorfields who want to learn, develop and share new ways of improving patient experience.

At the heart of the programme is an ambition to empower staff to develop new practices around patient experience and embed this into organisational culture and develop new practices around patient experience.



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What is an Action Lab?

Together, teams from all over Moorfields learn to identify ideas for improvement using the principles and other tools, before testing out, experimenting and implementing their ideas in their day-to-day roles and workplace.

Teams also learn how to embed this good practice and share more widely.



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What is an Action Lab?



The principles are designed to be human qualities that staff already possess and practice in their work.

An action lab is about recognising that we all hold these principles naturally and address the question of how we as teams might apply new ways of thinking, working and behaving that meaningfully improve patient experience.



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What isn't an Action Lab?



A traditional training course – there is a commitment over the course of 8 weeks; however, the lab is deliberately designed to be light touch in terms of time spent away from work in a traditional ‘classroom’ setting and most of the learning takes place outside of the sessions.



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What's in a Cohort?

- Programme delivered in-house by the patient experience team.
- Up to 6 teams from across Moorfields, each consisting of between 2-5 members of staff from within each team.
- Each team seeks to have a mix of bandings, i.e. from 3-7, both clinical and non-clinical.



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What's in a Cohort?

- Cohort of teams selected based on self-referral and take a maturity self-assessment, with each cohort seeking to have a mixture of teams from across the maturity spectrum.
- Each team completes and delivers an action-based, bespoke benefits realisation plan.
- Managers continuously briefed on progress.



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What are the Benefits?



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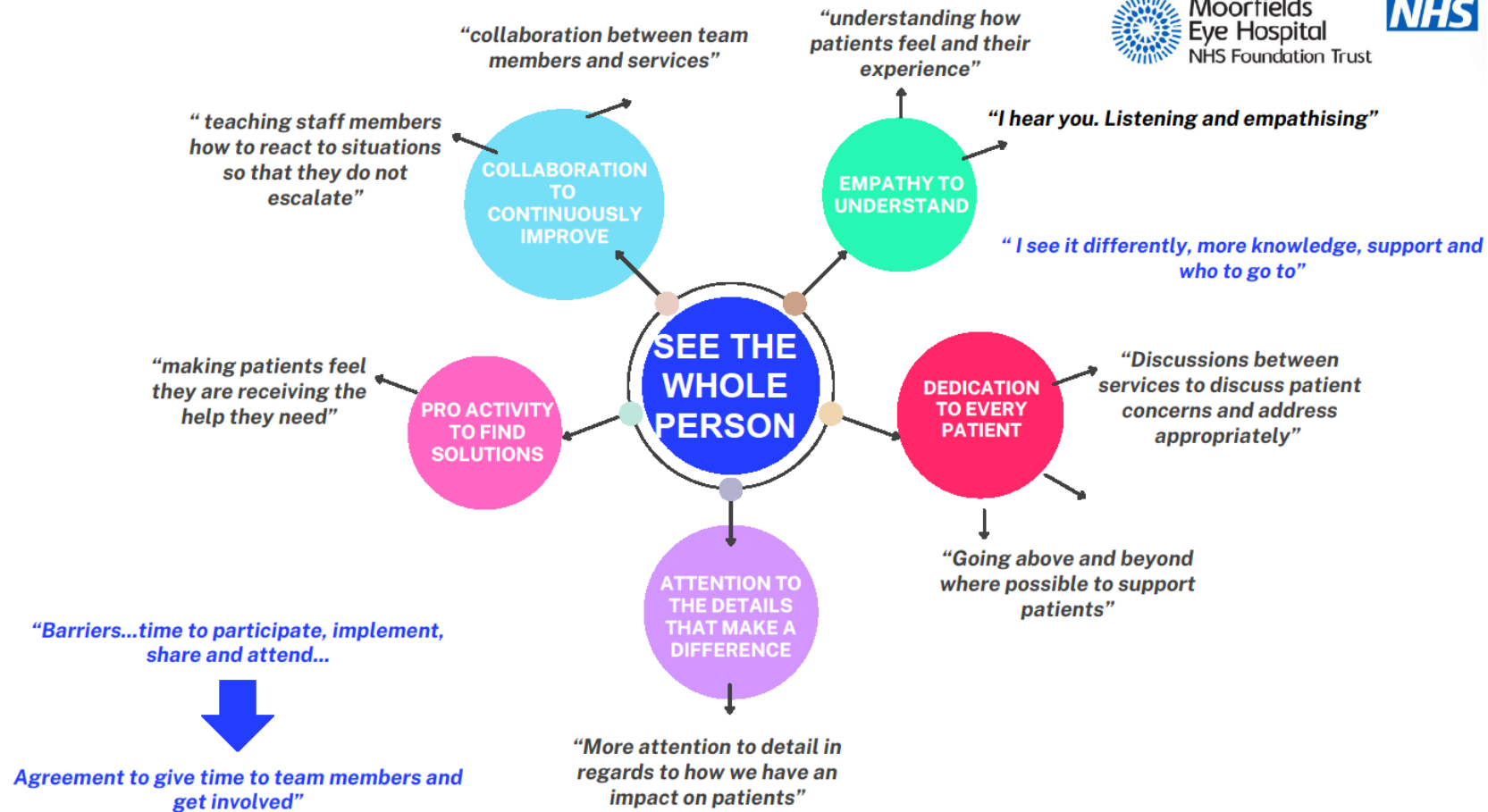
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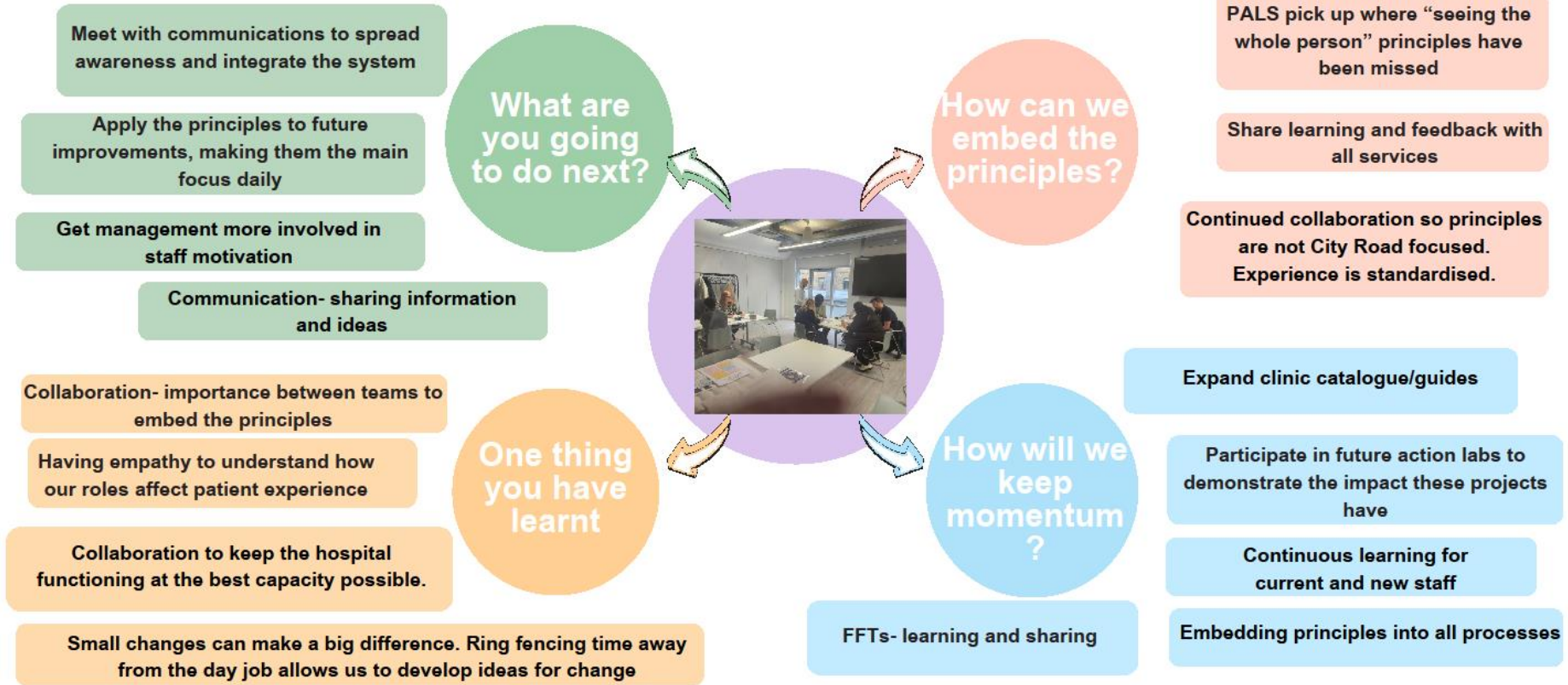




Looking ahead



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Questions?



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