



Ruth Evans

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PEN celebrating the
achievement of Patient
Experience Excellence

patientexperiencenetwork.org

***Patient Experience Excellence in
Practice:
Let a thousand flowers bloom***



Introducing PEN

Our mission is to **recognise**, **share** and **celebrate** best practice in patient experience and to **measure**, **embed** and **sustain** this for on-going improvement.





Overall Winner



**PEN NATIONAL
AWARDS 2017**

Re:thinking the experience





Key Themes

Children &
Young People

End of Life /
Older Patient
Care

Disability

Partnership
Working

Use of
Technology

Patient & Staff
Experience

Training &
Development

Whole Process
Thinking -
Integration



What's On Your Mind



Keeping the energy going

- Keep positive in current NHS pressures
- Avoid becoming the conduit for all complaints
- Hope to avoid the pitfalls contributing to survey fatigue
- How triangulate to make the most of all feedback





What's On Your Mind

Patient experience at the board

- Move away from patient stories being an East End storyline at boards
- Stop being tokenistic – patients involved to tick someone's box but not always valued
- Get the Patient Experience Improvement Framework recognised and owned at the board
- Ensuring experience strategy is embraced and implemented





Keeping the batteries charged

What's On Your Mind



Keeping the energy going

- Keep positive in current NHS pressures
- Avoid becoming the conduit for all complaints
- Hope to avoid the pitfalls contributing to survey fatigue
- How triangulate to make the most of all feedback





- Alleviate
- Appreciate
- Articulate
- Collaborate
- Accommodate





What's On Your Mind

Patient experience at the board

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- Get the Patient Experience Improvement Framework recognised and owned at the board
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1. Know your board
2. Be elegantly disruptive
3. Educate them
4. Structure
5. Keep going



Thank You

To find out more please contact:

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