



## Improving the Quality of Healthcare Using the Experiences and Competencies of Patients:

Are We Ready?



# **hello**  
my name is...

*Arnout, Andra, Andrea, Cyrill,  
Lola, Marie, Kati and Reina*

# Patient Involvement

*The NHS Belongs to the People*




‘No decision about me without me’



**THE NHS**  
**CONSTITUTION**  
the NHS belongs to us all



A close-up portrait of a young man with short, dark hair and light blue eyes. He has a slight stubble and is looking directly at the camera with a neutral expression. The background is a soft, out-of-focus grey-blue. The text "Nigel's Story" is overlaid in white at the bottom of the image.

# Nigel's Story

# Patient Involvement

*Experienced Co-Design Pathway*



## Team Effort



## Methodology



## Co-Design



## Pathway



## Patient Experience





# Nigel's Story

# Patient Involvement

## *Friends & Family Test*



### Getting Patient Feedback



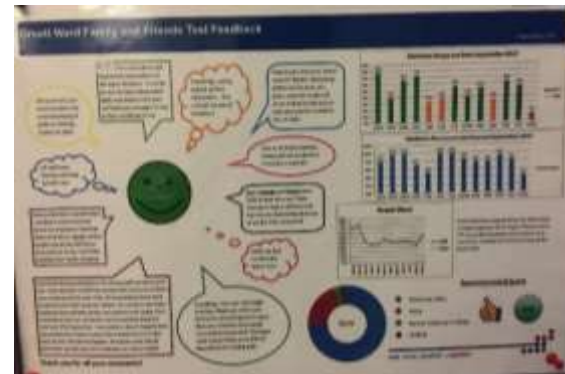
### Net Promotor Score

9 / 10

Friends & Family Test

45 million

Database



Using Patient Feedback



# Nigel's Story



# Patient Involvement

*The Patient Champion*



Department Of Health



**Become a Patient Experience Champion!**

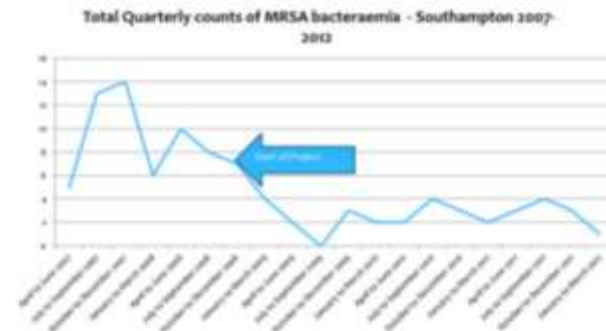
Hand Hygiene



**Champion**



**Change Agent**



**Impact on MRSA infections**





# Nigel's Story

# Patient Involvement

## *The Volunteers*



### Unpaid Services



### Different Roles



### Volunteers

500      300  
700

Number Of Volunteers



Can I Drive You Home?



# Nigel's Story



# Patient Involvement

*The Older People's Emergency Department*



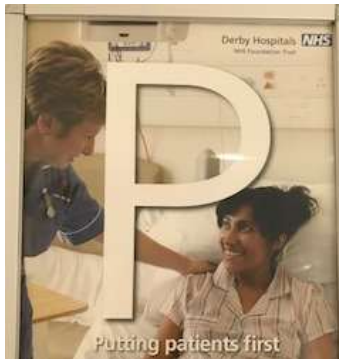
**Innovative**



**Holistic Approach**



**Older People's  
Emergency Department**




**Patient Centered**

**-15%**

**Less Hospital Admissions**



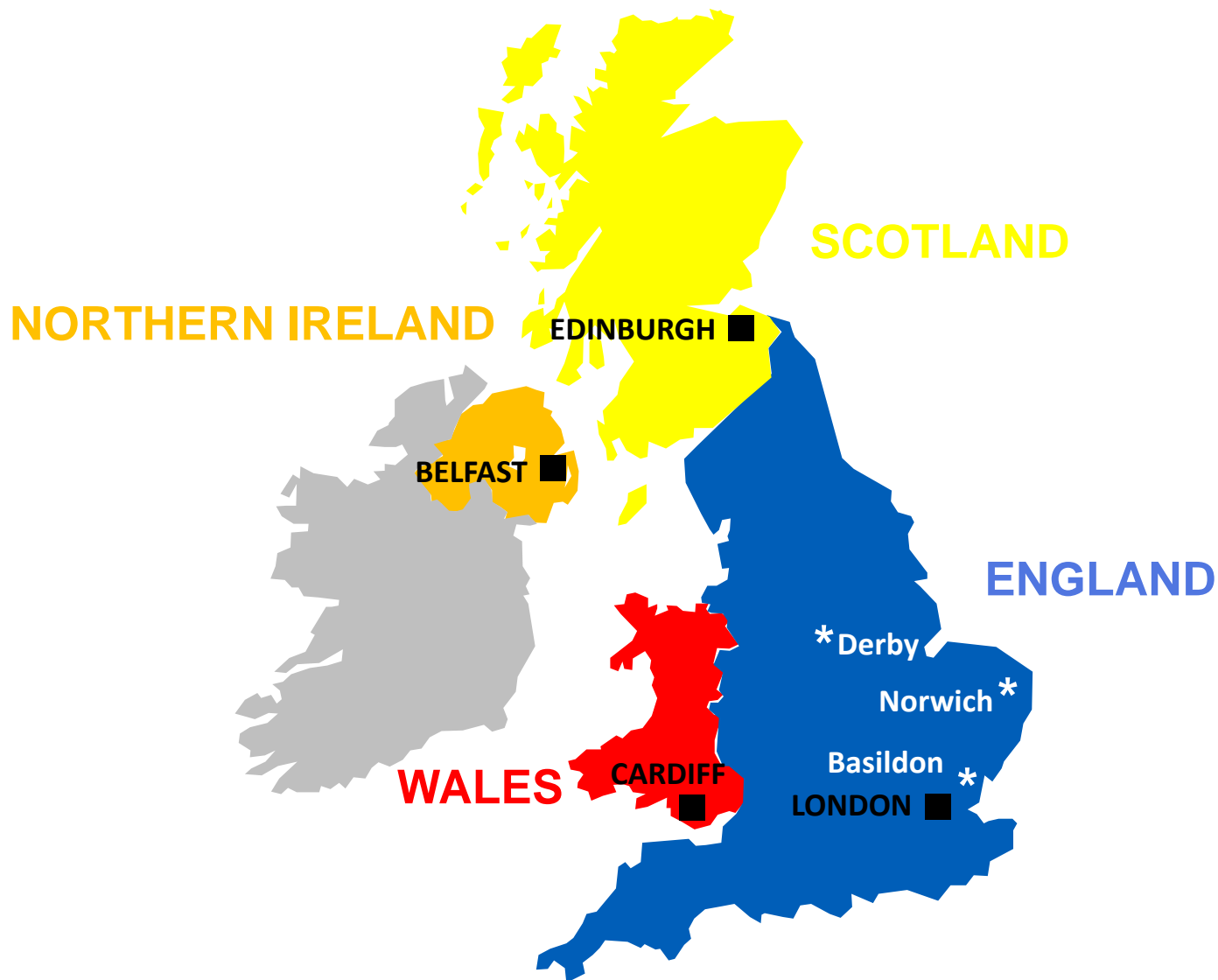


# Nigel's Story

He Lives Happily Ever After

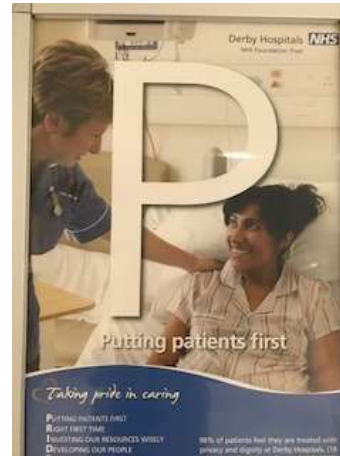
# Patient Involvement

*HOPE 2018*

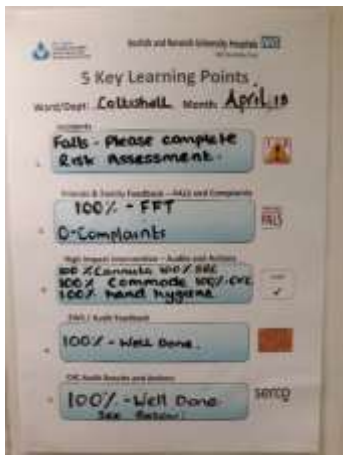


# Patient Involvement

## More Examples



**'No decision about me without me'**



# Patient Involvement

*Is the UK ready?*



# Brilliant