

Freedom of Information Act 2000

Wiltshire Health & Care LLP Response to Information Request

Date Request Received: 17/05/2023

FOI Ref: 04_23-24

Requested Information

NHS Patient Experience

Response

FREEDOM OF INFORMATION ACT 2000

Thank you for your request for information as detailed below, together with our reply.

Ref:	Question:	Response:
1	Is there a specific system to measure outpatient experience in your trust?	Wiltshire Health and Care (WHC) utilise the NHS Friends and Family test to gather feedback, We also have tailored patient/service user/carer engagement feedback opportunities across services which help development in service review.
2	Does your trust use the NHS Patient Experience Framework themes to measure and record patient experience?	WHC are not an acute or Foundation Trust, so are not obliged to use the framework. However we measure and record all our feedback via Datix and triangulate themes alongside incidents, audit and risks and where concerns are identified these are reviewed at post Incident Review meetings, where appropriate, Quality and Planning meetings and escalated if necessary.

3	Is there an easily accessible place for the public to review on your website your patient experience reports? (Not just within published board papers)	Currently no. We have a "Get Involved" page on our website which advises on different ways patients and public can get involved and have their say and this is under review/development as we would like to share/evidence more clearly how feedback we received is used across our organisation.	
4	How are these outpatient experience reports used for continuous improvement within your trust?	Patient experience reports are shared across the organisation through both the operational and governance structure. This includes the Patient and Public Involvement Group and the Quality and Planning meeting that is escalated to Exec/Board reports. When audits and engagement work is completed, reports are collated and shared to ensure that assurances, recommendations, and actions are highlighted, measured, and followed up on. A patient story is a key agenda item at the beginning of both Quality and Planning and Board meetings which provides a good platform for the patient voice to be heard.	

If you have any further queries, please contact the Freedom of Information Team.

Exemption(s)

N/A

Attachment(s)

N/A

Date Response Sent: 12/06/2023