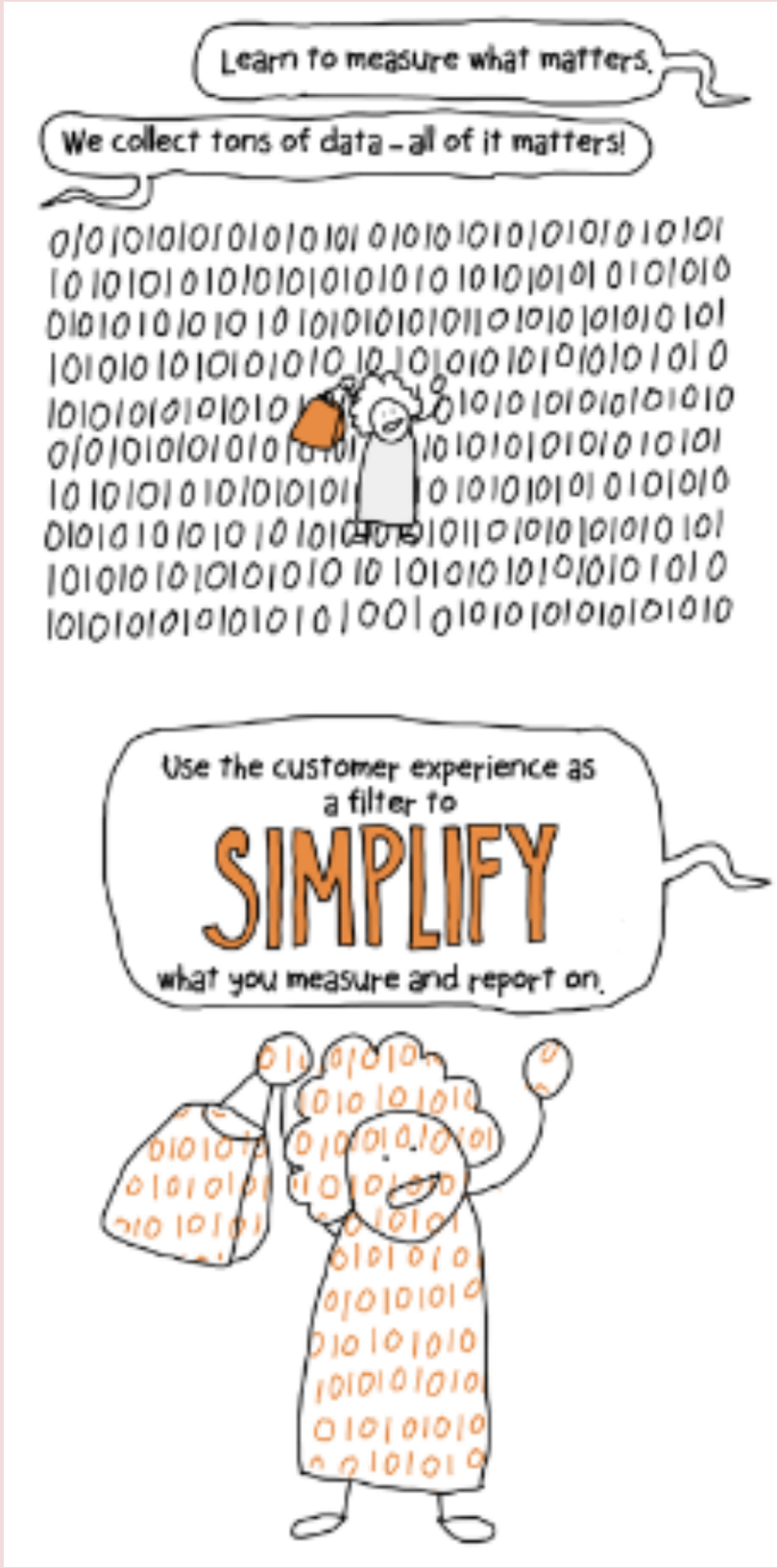
Vital Signs

-

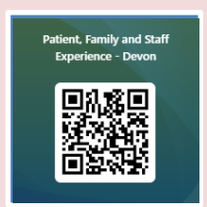
‘how’s it going?’



We've been working with clinical teams to ask…

- How DO YOU think it's going?
- (scale 1-5, 1=very poor, 5=very good)

- How do you think the PATIENT/FAMILY think it's going? (scale 1-5)

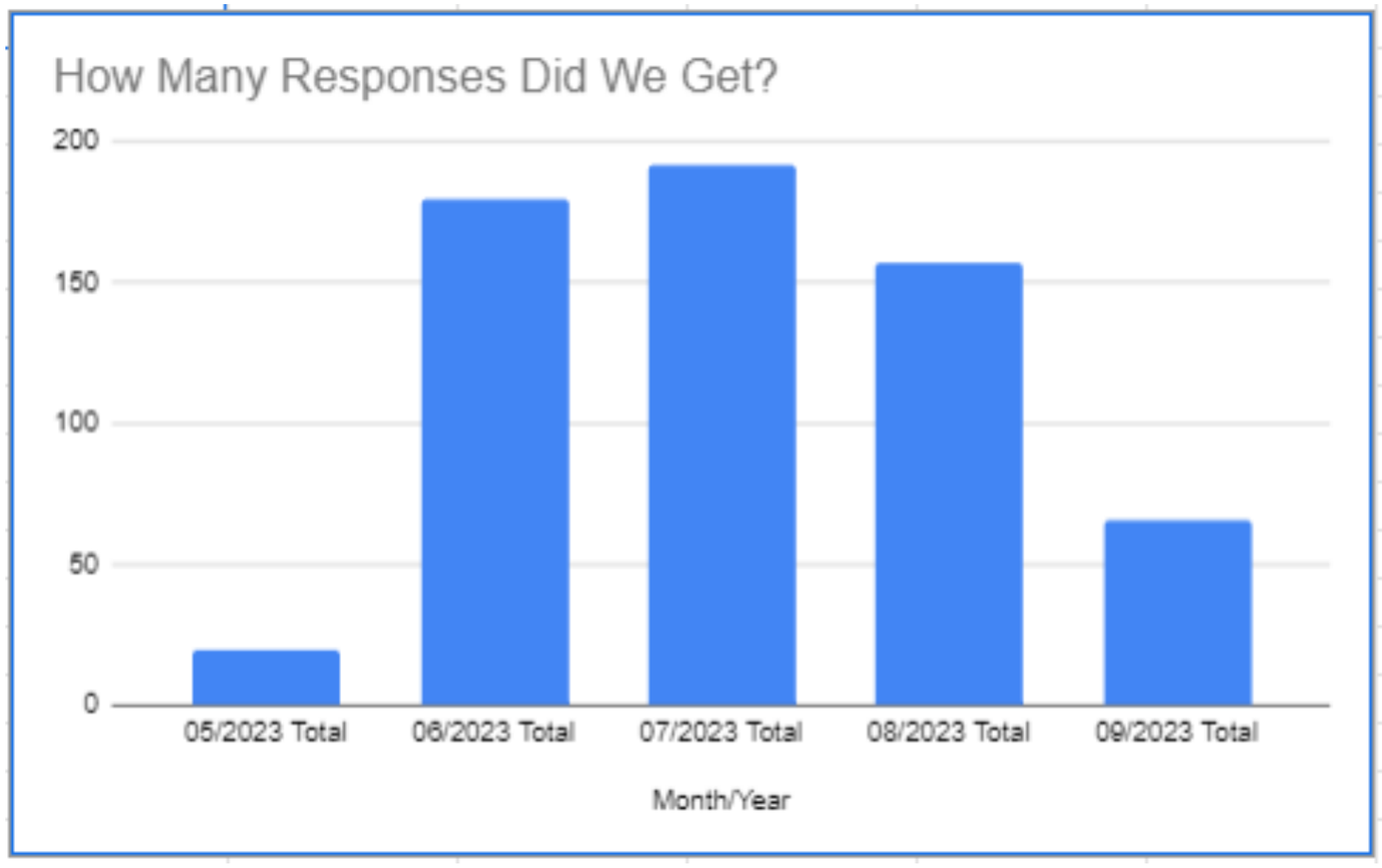


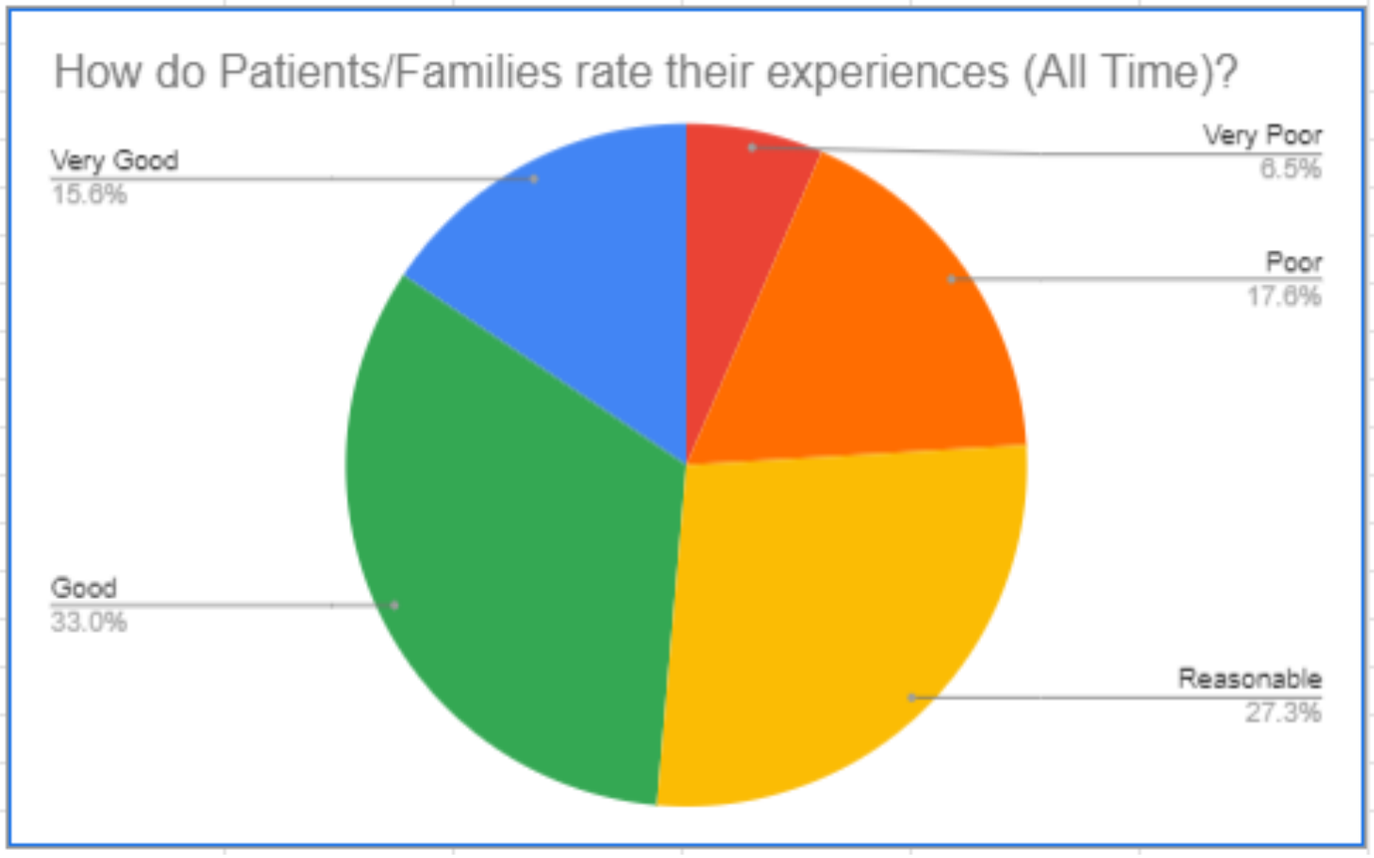
- Why?

https://forms.office.com/e/wRfJzxFE2U

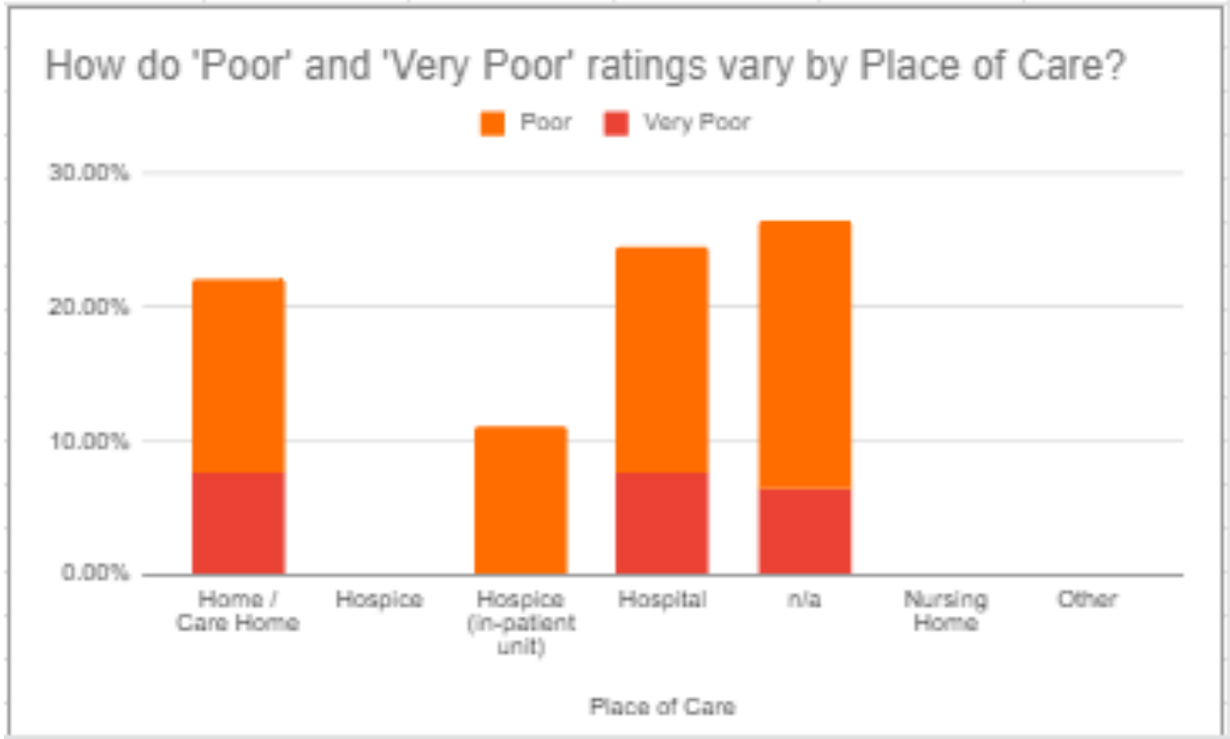
Analysing the data…

We’ve been starting to explore what the data shared tells us

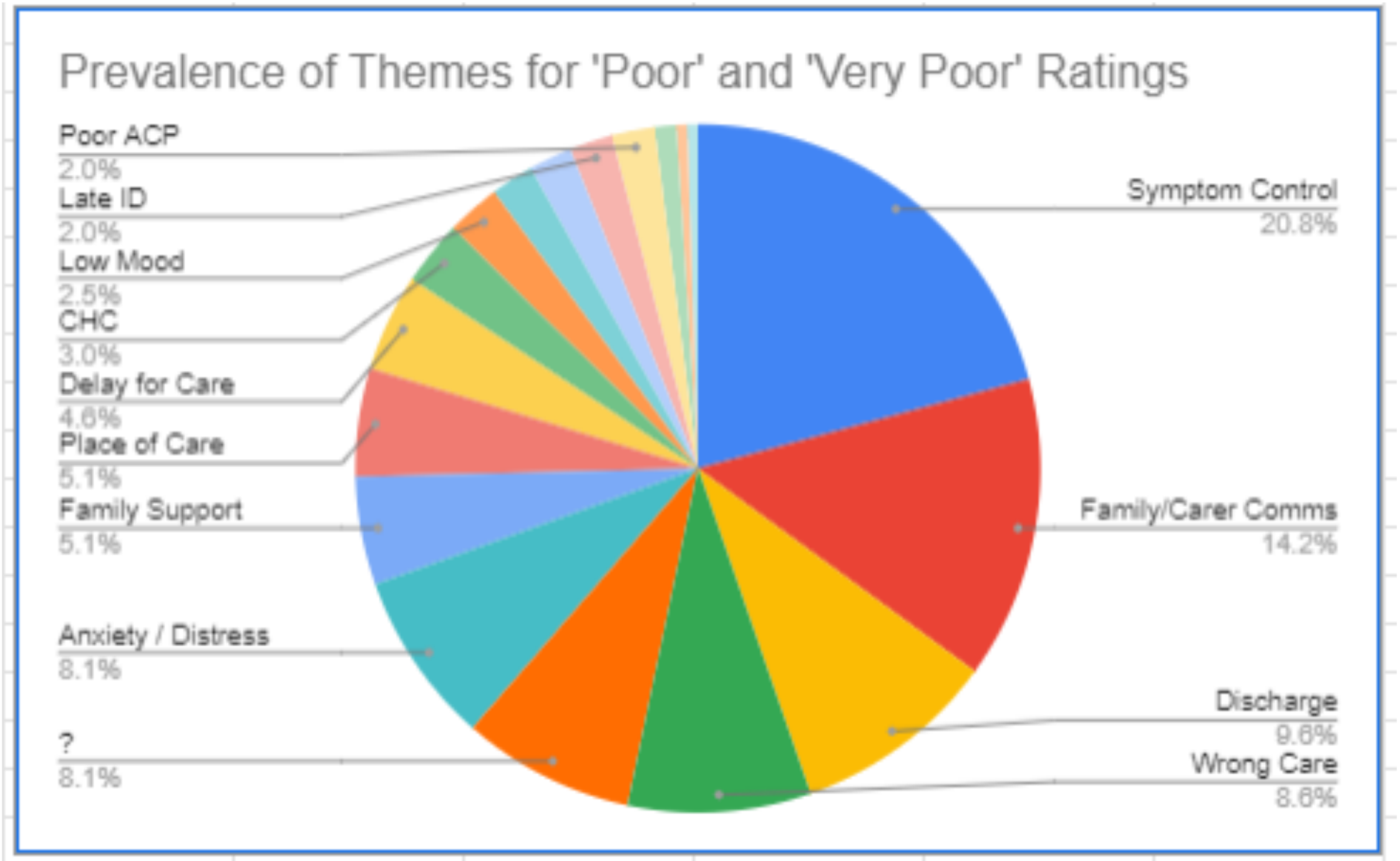




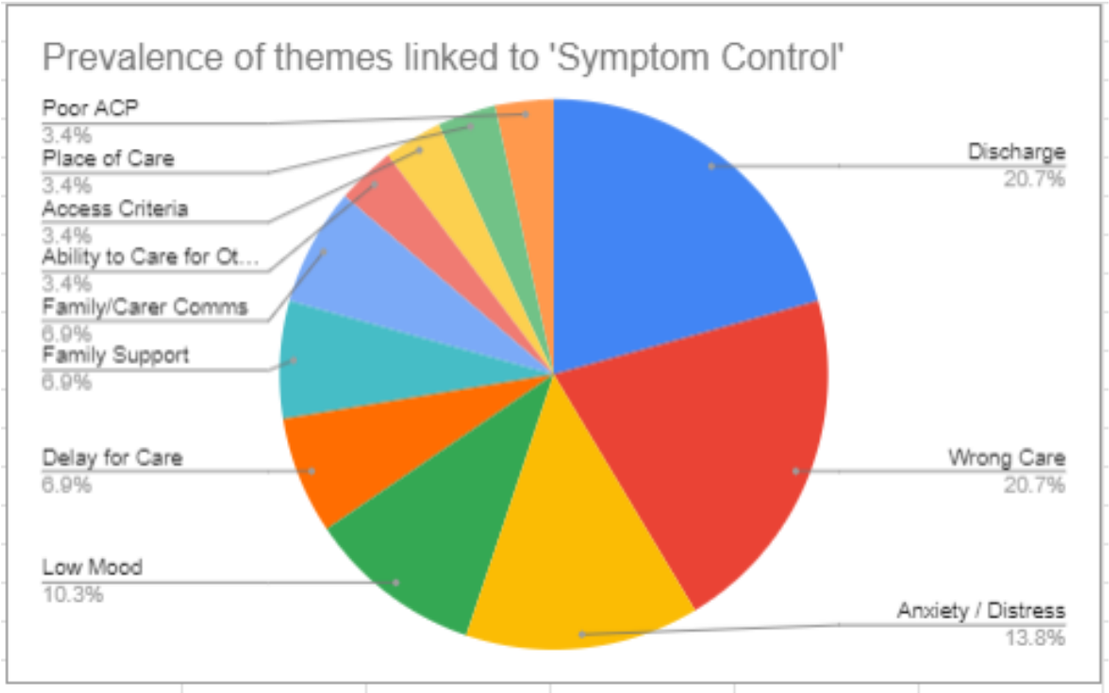
We've been exploring how things vary…

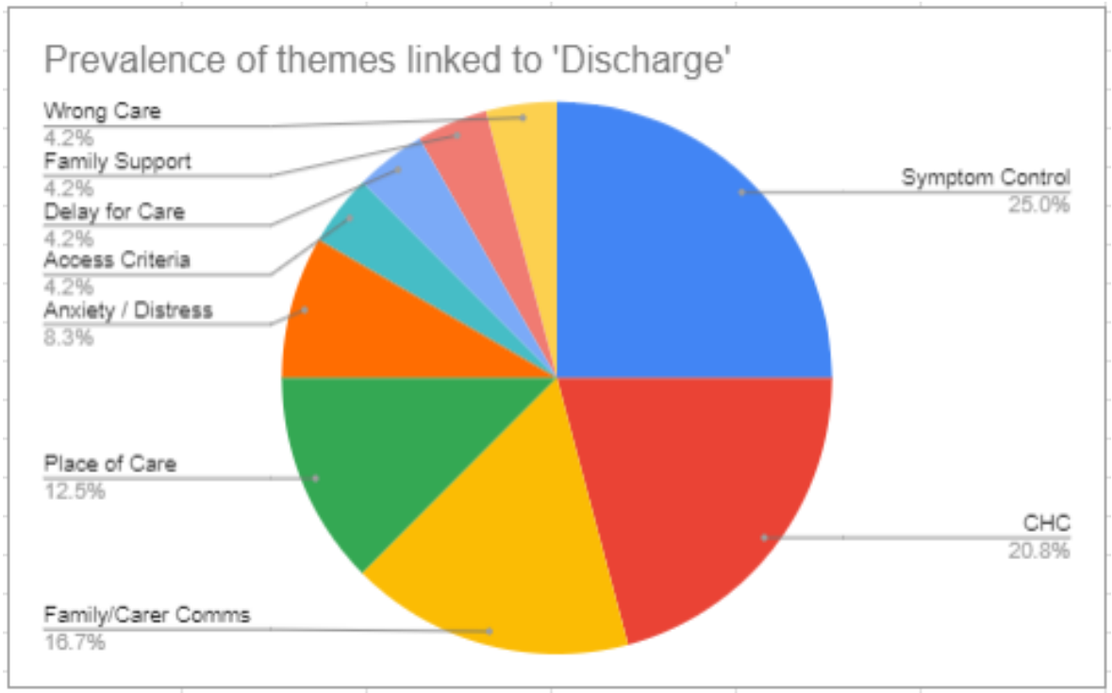


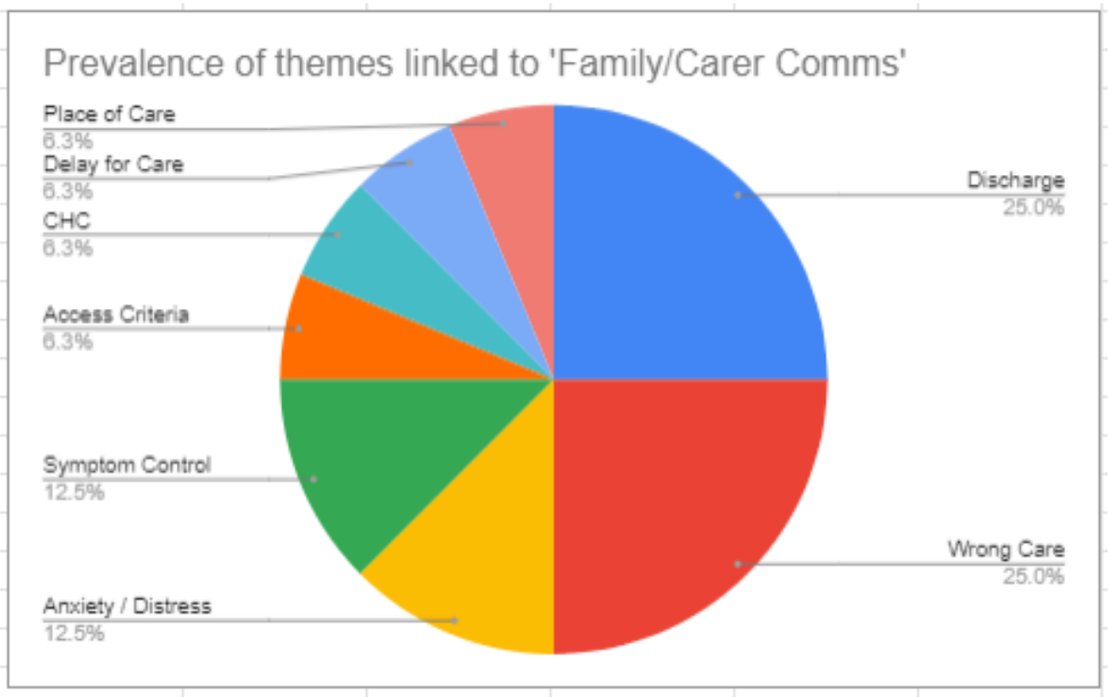
We’ve been drawing out key themes…

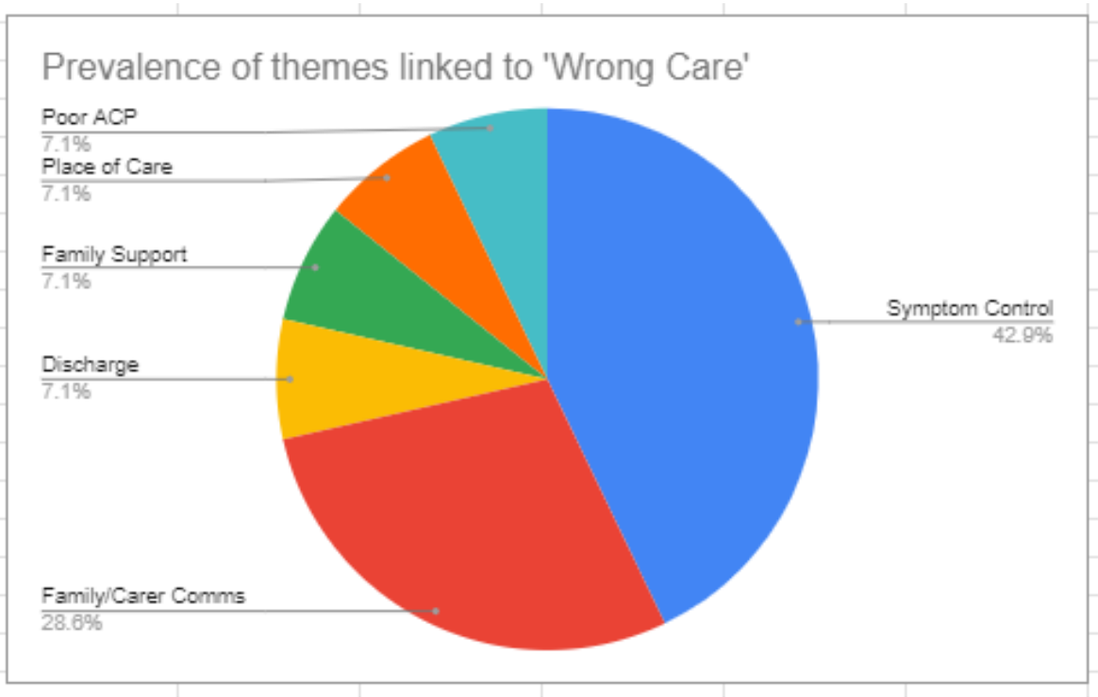


And exploring how they correlate…

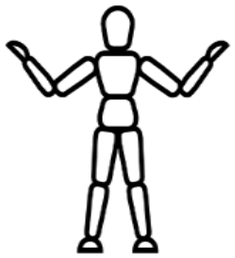






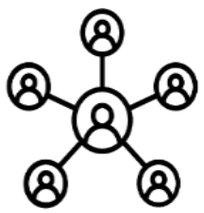


We think this could impact patient care by…



At patient-level

1. Encouraging teams to enquire about patient/family experience
2. Focussing us on what matters
3. Enabling improvements in real-time



At system-level

- Highlighting issues affecting patient/carer/staff experience
- Enabling direct feedback to commissioners
- Enabling change at team/department/organisational/ local/ regional level

Next steps?

- Would you like to be part of this?

- Will you contact us to take the next step?

https://forms.office.com/e/wRfJzxFE2U

Please email saskie.dorman@nhs.net or england.sweol@nhs.net