

Patient Experience Strategy

2020-2022 - summary

What is patient experience?

Our experience of healthcare includes

- people, like nurses, doctors, therapists and receptionists
- processes, like booking an appointment, or renewing a prescription
- how those people and processes make us feel.

Why is experience important?

The experience of everyone - patients, service-users, carers, relatives, children, adults and staff - is important because

- everyone deserves to have a good healthcare experience
- our experiences affect how we behave –have a good experience & you are more likely to go back
- when people have bad experiences there are often other problems with the quality of service.

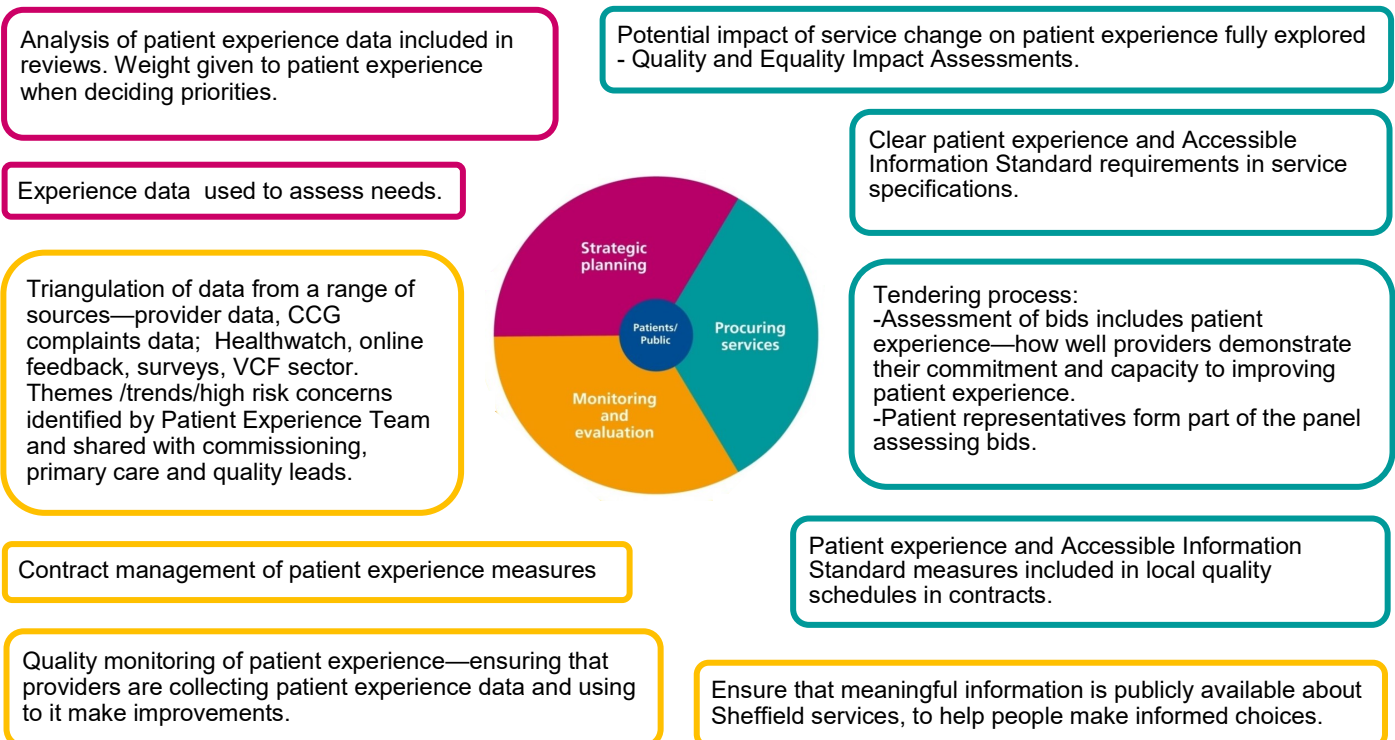
How will we improve people's experience?

1 – Ensure that patient experience is prioritised during transformation

The NHS is changing. Health and social care organisations are working more closely together. We will make sure that good patient experience remains a priority during these changes.

2 – Ensure that patient experience is prioritised throughout the commissioning cycle

This diagram shows how Sheffield CCG will consider patient experience.



3 – Improve patient experience of GP services

We will work with GP practices and Primary Care Networks to make sure that practices seek feedback about people's experiences of their services, and use that feedback to make improvements. GP practices will implement the Accessible Information Standard.

4 – Improve people's experiences of CCG services

The CCG has some services that have direct patient/carer contact. We will actively seek feedback on our services and use that feedback to make improvements.