



Patient Experience and Engagement Strategy

2023 / 2028

*"Kindness at every step, no decision about you
without you".*



This is the easy read version of our patient experience and engagement strategy.



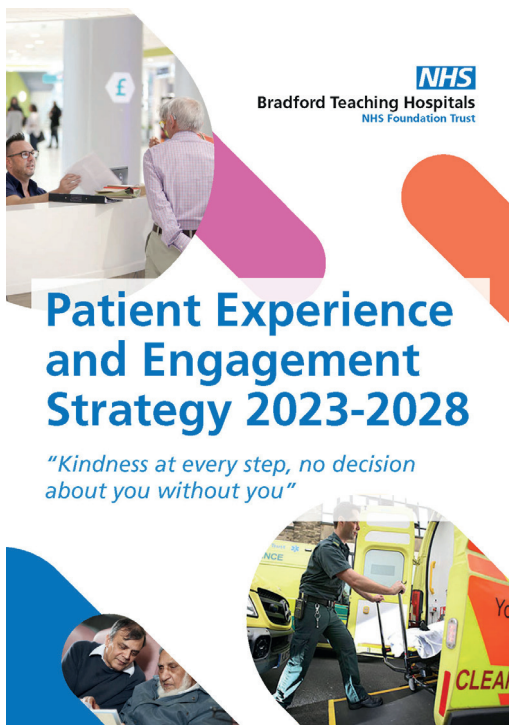
It will tell you about some of the things we are going to do to find out how we can make our services better.

We will do this by asking patients, carers and the public about what they think about our services.

We will work with local people to understand how we can do this.

You can see the full version of the strategy by visiting the webpage:

<https://www.bradfordhospitals.nhs.uk/wp-content/uploads/2024/01/Patient-Experience-and-Engagement-Strategy-2023-2028.pdf>





Karen Dawber
Chief Nurse

Foreword from our Chief Nurse

The strategy tells you how we will ask patients, their families and carers and the public about the care and treatment we provide.

It is important that we include patients, their families and their carers in any decision we make about their care. This is an important part of treating people with kindness.

We have called this strategy “kindness at every step, no decision about you without you.”

To allow us to give the best care it is important for us to understand your needs.



So, we will make sure that our staff speak to lots of people about their experiences and find out how we can provide better services. We call this *"patient engagement."*

We know that many of our staff also live in the local community so, we will ask them for their views as well.

Our aim is for everyone who comes into one of our hospitals to be given the best care and that they have a say in how they are looked after.

1. Introduction



We want to make it easier for patients, carers and the public to tell us about the care we give them.

We want you to tell us about improvements we should make to the way we do things.

We want to make it easier for people who work at our hospitals to make these changes.



It is important to ask people about their care and act on what they tell us.

It is important to get the views of everyone in our community so our services meet the needs of all local people.

This strategy is for everyone. It explains what you can expect us to ask you about our services. We promise to listen to your views and take action to improve our care and services.



2. Our vision: Kindness at every step, no decision about you without you

We spoke to our staff, patients and local people to help us write the aims in this strategy. We have developed a number of areas we will work on and these will become our aims.

It is important to us that our services give local people what they need and want.



To make our services better, we will take part in the Bradford Citizen Forum and share information on what people think of our services with our partners across Bradford.

This is to make sure that we listen to people to find out about their experiences to make our services even better.



3. Aims and Objectives

There are six main aims in our patient experience and engagement strategy.

These are:

Aim 1 – we will provide high quality and personalised care.

We will delivery care with kindness.



Aim 2 – we will listen and understand.

We will ask patients, carers and the public about their care and listen to them so that we can improve.

We want everyone to be heard so we will listen to everyone in our diverse community.

Aim 3 – we will co-produce.



We will work with patients, carers and the public to make our services better. You will be able to have a say wherever we plan to make changes.

We call this co-production.



Aim 4 – when we make changes, we will provide feedback.

When we have made changes, we will take the time to tell you this.



Aim 5 – we will develop and use toolkits for engagement.

We will make it easier for our staff to work with you so that they can find out what everyone thinks of our services.



Aim 6 – we will co-deliver.

We will make sure that carers and volunteers are involved in work to make our services and patient experience better.

We call this co-delivery.

4. Measuring for Improvement



This strategy tells you how we want to improve the way we ask patients, carers and the public about our services.

We aim to listen to what you tell us and use this information to make our services better.

It is important that we can measure if these aims are working.

5. Framework for Improvement

This section tells you about the four steps that we will use to find out about our services and to improve them.

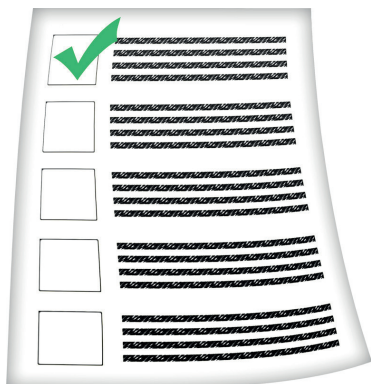
These are:

Ask and Capture

We will ask what you think about our services and your experiences. This will tell us how well we are doing.

We will use lots of ways to ask you about your care and treatment. We will use what you tell us to see how well we are doing and where we need to improve.





Listen and Understand

Asking you about your experiences of your care and treatment is only the start. We will listen to what you tell us to help us work out how to make changes.



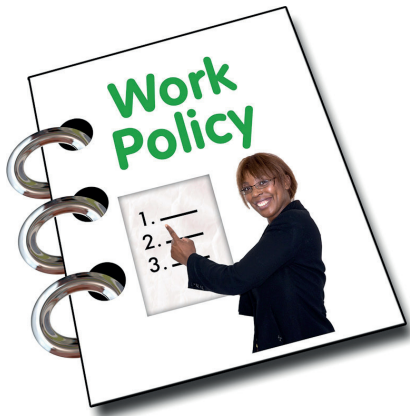
Act to Improve

We will keep looking to see what changes we need to make to our services. This will make sure that we improve our services.



Measure and Share

We want to know if what we have done has made things better. We will always look at whether our changes have made a difference and share this with everyone.



Conclusion

This strategy explains how we will make it easier for patients, carers and the public to tell us about the care we give.

We want patients, carers and the public to be able to tell us about changes we should make to the way we do things.

This strategy sets out our six aims and the four steps that we will take to do this.

It will be challenging and an exciting journey.
Let's make it together.

MID Ref: 24070206