



ERAS UK Conference

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Patient experience workshop

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Quality in health care

- Clinical effectiveness
- Safety
- Patient experience

NICE Quality standards

- Patient experience in adult NHS services (QS15) (2012)

NICE Quality standards

■ Quality statement

Patients experience **continuity of care** delivered, whenever possible, by the same healthcare professional or team throughout a single episode of care.

■ Quality measure

Evidence from patient experience surveys and feedback that, whenever possible, patients saw the same healthcare professional or team throughout a single episode of care.

NHS Patient experience framework

- **Respect for patient-centred values, preferences, and expressed needs**
- **Coordination and integration of care**
- **Information, communication, and education**
- **Physical comfort**
- **Emotional support**
- **Welcoming the involvement of family and friends**
- **Transition and continuity**

Patient experience technologies

- Traditional survey
- Bed-side Tablets and other hand-held devices
- Mobile phone
- Kiosk touch screen surveys
- Video of patient narrative

Patient experience technologies

- Qualitative – quantitative
- Immediate – more reflective

Developing a patient experience questionnaire

- In-depth interviews with patients
- Analysis of interviews - drafting of candidate survey items
- Cognitive testing
- Field testing to examine reliability, validity, feasibility

Examples: Picker inpatient survey

- **When you had important questions to ask a doctor, did you get answers you could understand?**

- 1 Yes, always
- 2 Yes, sometimes
- 3 No
- 4 I had no need to ask

Examples: Picker inpatient survey

■ **Did doctors talk in front of you as if you weren't there?**

1 Yes, often

2 Yes, sometimes

3 No

Examples: Outcomes and Experiences Questionnaire

Q9. Were you able to discuss any worries and fears with staff during your most recent hospital visit?

- 1 As much as I wanted
- 2 Most of the time
- 3 Some of the time
- 4 Not at all, but would have liked to
- 5 I did not have any worries or fears

Example: Outcomes and Experiences Questionnaire

- **Q10. Did the different people treating and caring for you work well together to give you the best possible care?**

1 Yes, always

- 2 Yes, most of the time

- 3 Yes, some of the time

- 4 No never

- 5 Don't know