

# EXPERIENCE AT CWP 2022-24

- IT'S EVERYONES RESPONSIBILITY TO CAPTURE, COLLECT & USE OPPORTUNITIES TO GAIN PEOPLES FEEDBACK & MAKE SURE IT FORMS PART OF IMPROVEMENT ACTIVITIES.

- START ANY REVIEW & SERVICE IMPROVEMENT PROJECT BY UNDERSTANDING PEOPLES EXPERIENCE. ASK & USE FEEDBACK

- ENSURE PEOPLE ARE TRAINED TO UNDERTAKE STORY GATHERING

- HELP STAFF UNDERSTAND HOW EXPERIENCE CAN BE USED TO DEMONSTRATE THE IMPACT OF PATIENT EXPERIENCE ON THEIR WORK & CARE ACROSS ALL SERVICES, DEPARTMENTS & SYSTEMS.

- MAKE SURE THAT DIGITAL IS NOT THE ONLY OPTION

- GIVE PEOPLE VARIED METHODS & WAYS TO ENGAGE & PROVIDE THEIR FEEDBACK & INSIGHTS

GATHER EXPERIENCE & FEEDBACK FROM PEOPLE

ENSURE PEOPLES EXPERIENCE SUPPORTS IMPROVEMENT & ASSURANCE

PEOPLE ARE INCLUDED & INVOLVED AS MUCH AS THEY WANT TO BE & IN WAYS THEY WANT TO BE

- DEVELOP & STRENGTHEN WAYS TO GATHER FEEDBACK, SURVEYS, SHARED DECISION MAKING COPRODUCTION EVENTS.

- USE FRIENDS & FAMILY TEST FEEDBACK PROACTIVELY TO UNDERSTAND PEOPLES EXPERIENCE & USE TO DRIVE IMPROVEMENTS.

- USE PATIENT STORIES (WRITTEN & DIGITAL) TO UNDERSTAND & IMPROVE EXPERIENCE OF CARE AND TO SHARE LEARNING WITH OTHERS.

- DEVELOP PEOPLES CONFIDENCE IN ENGAGEMENT & COPRODUCTION. CREATE & SUPPLY TOOLKITS THAT PEOPLE CAN USE TO ENHANCE THEIR PARTICIPATION & ENGAGEMENT WITH PEOPLE.

- INCREASE PEOPLES KNOWLEDGE, TRAINING AND INFORMATION IN RELATION TO PATIENT EXPERIENCE & FEEDBACK.

- ENSURE THAT GOVERNANCE & ASSURANCE PROCESSES CONSIDER & INCLUDE EXPERIENCE INSIGHT & FEEDBACK

- MAKE SURE PEOPLE HAVE THE OPPORTUNITY TO INFLUENCE KEY CARE GROUP & ORGANISATIONAL PRIORITIES

- MAKE SURE PARTICIPATION & INVOLVEMENT ACTIVITIES ARE ACCESSIBLE TO A DIVERSE RANGE OF PEOPLE AND IN DIVERSE WAYS.

- IDENTIFY COMMUNITIES WHO EXPERIENCE THE GREATEST HEALTH INEQUALITIES & SEEK TO UNDERSTAND THEIR NEEDS

- WORK WITH COMMUNITIES, NEIGHBOURHOODS AND OTHER ORGANISATIONS IN PLACES TO BETTER CONNECT WITH PEOPLE.

- MAKE SURE PEOPLE ARE AFFORDED THE PROPER TIME, NOTICE, & VENUES TO PLAN TO ATTEND ANY ORGANISED EVENTS.

## AMBITION

PEOPLES EXPERIENCES ARE PERSON CENTRED AND THEY FEEL THEY ARE INVOLVED, INCLUDED AND HAVE THE OPPORTUNITY TO SHAPE AND INFLUENCE CARE INCLUDING PLAYING A MAJOR PART IN QUALITY IMPROVEMENT