

STRENGTHENING THE PATIENT VOICE

REH Patients Council

Quality issue / initial problem

The gathering of patient perspectives is critical for the evaluation and improvement of mental health services. There is currently little systematic collection of patient experience across the REH.

Specific aim

To strengthen the patient voice by finding effective ways to collect and report patient experience.

Measurement of improvement

Outcome Measure:

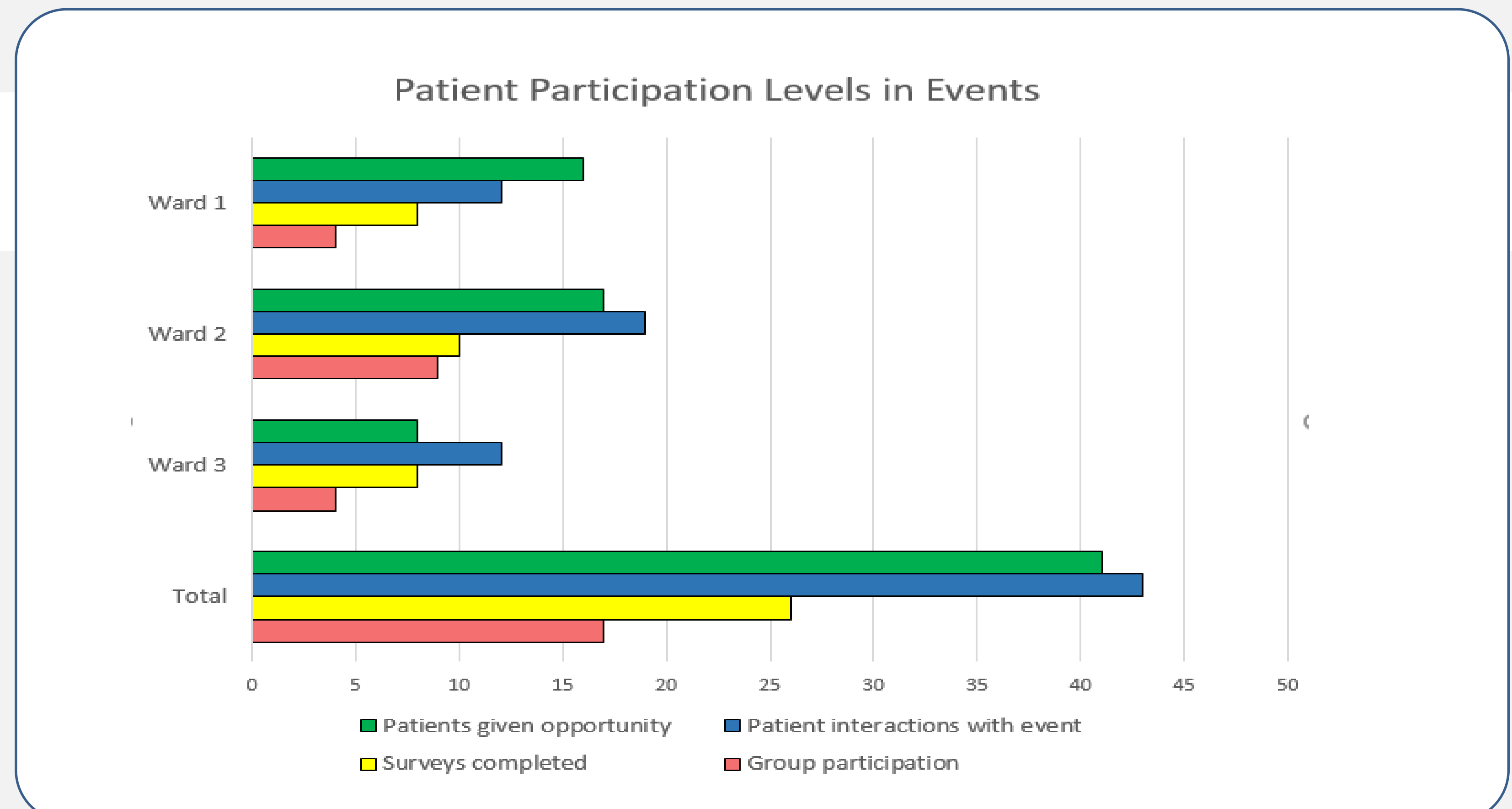
- Number of patients giving feedback during the project.

Process Measures:

- Number of patients given opportunity to give feedback.
- Number of patients using each method of feedback.

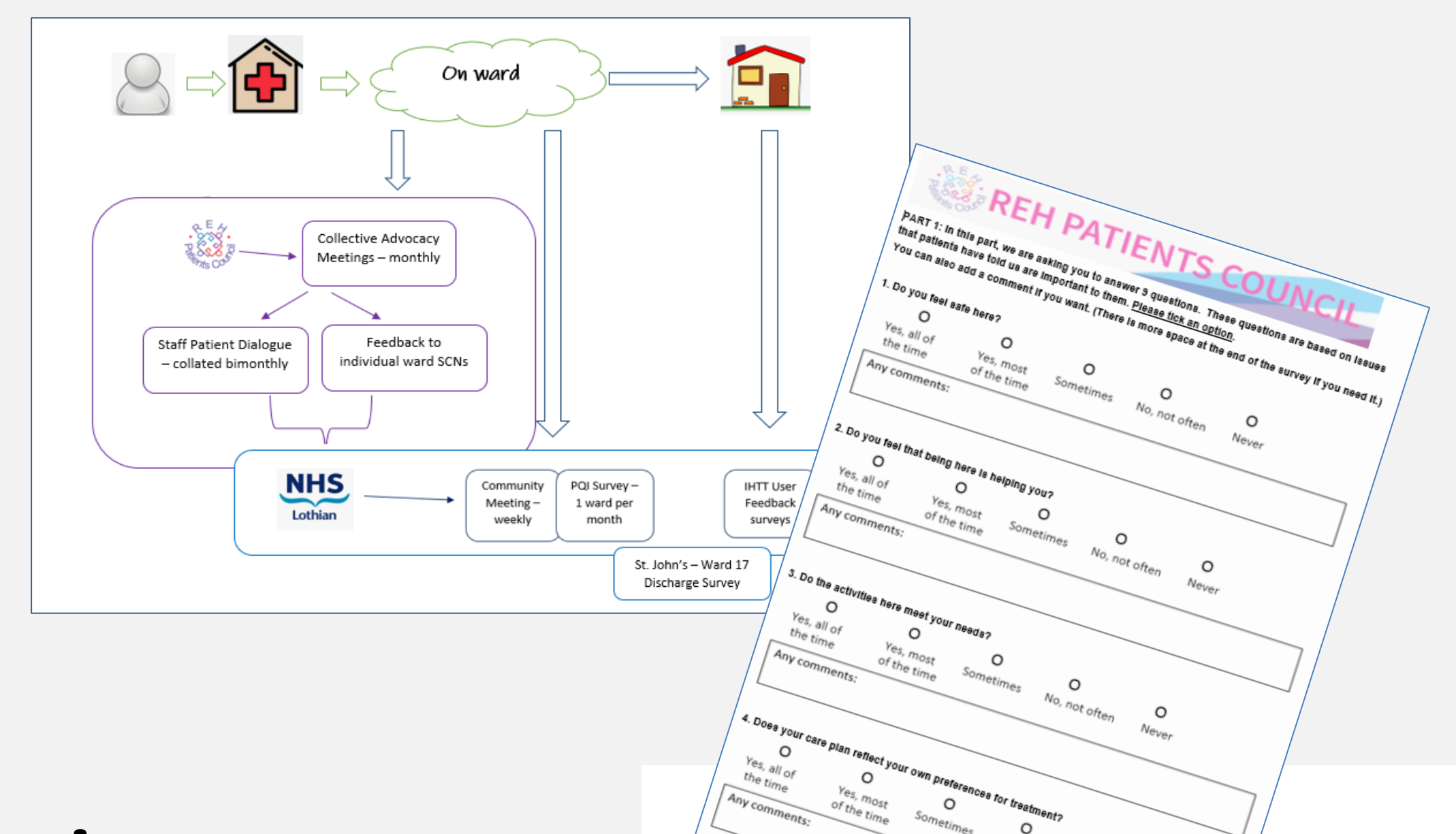
Balancing Measure:

- Staff report of impact on ward.



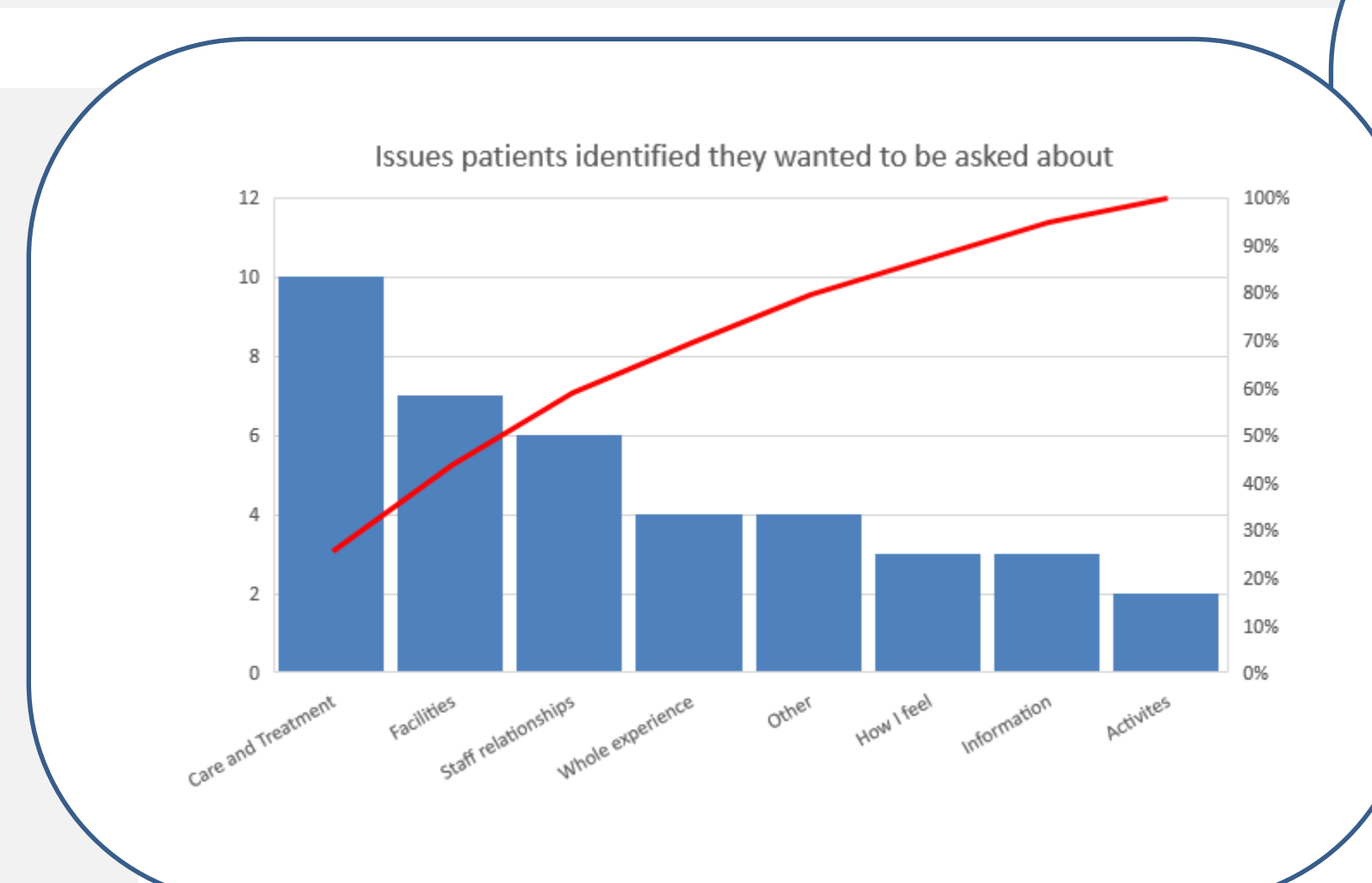
Tools

- Process map
- Pareto chart
- Surveys
- Groups discussions.



Tests of change

- **Test 1** – Establishing patient mandate
- **Test 2** – Feedback Events – 3 wards (Acute, Rehab and Older People)
- **Test 3** – Revision of SPD report.



Effects of change

People will have better information about the experience of patients in REH. This can be used to identify patient-led improvements.



Lessons learned/message for others

Patients feel it is important they are asked about their experience. They want to be asked regularly and in a way that works for them. One method of engagement will not fit all – you need to provide options and be flexible.