


Patient Experience and Quality Improvement

HOPE network meeting
30th January 2019

A photograph of a female NHS staff member, Nikki Heywood, smiling and talking to an elderly patient in a hospital bed. The staff member is wearing a grey uniform and a name tag. The patient is wearing a blue hospital gown and has a wristband. The background shows a hospital room with a bed and some equipment.

Royal United Hospitals Bath
Nikki Heywood
Tissue Viability Nurse Specialist

Sharon Manhi, Lead for Patient & Carer Experience



Royal United Hospitals Bath

NHS Foundation Trust

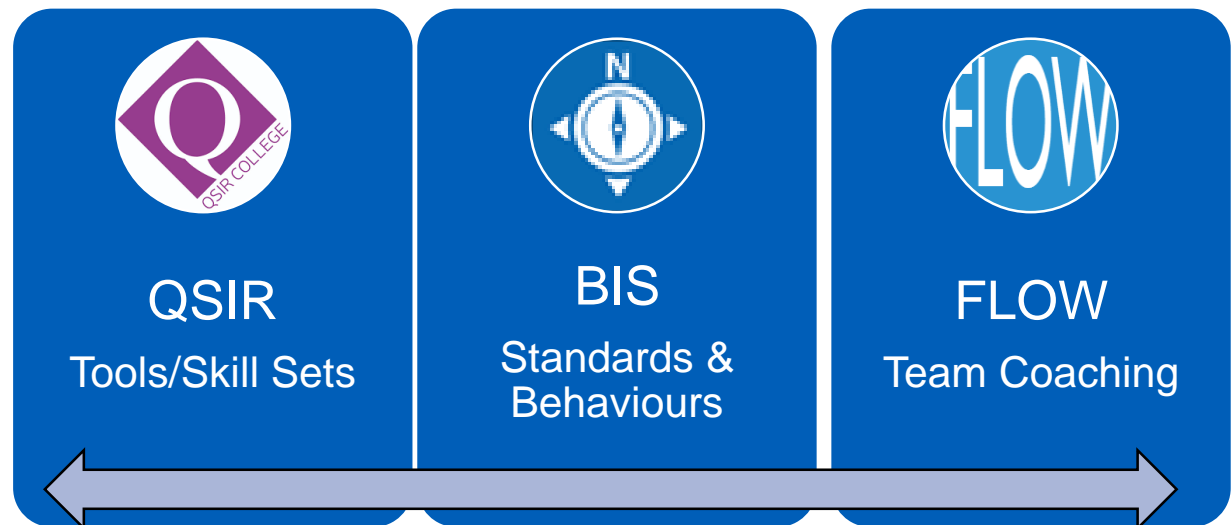




QI training at the RUH

To build the capacity and capability for improvement across the hospital:

- 4 day **QSIR Practitioner training**
- 1 day **QSIR Fundamentals** course
- **FLOW** coaching programme
- **Bath Improvement System**



See it my way programme

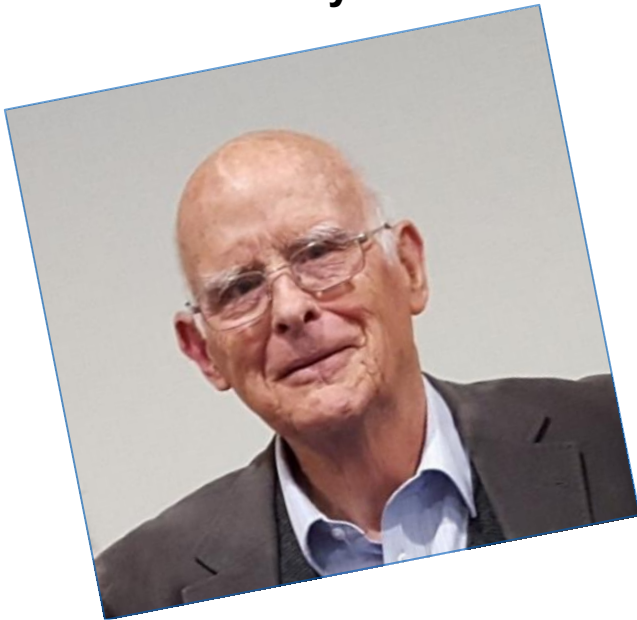


Patient Stories

Paul's experience



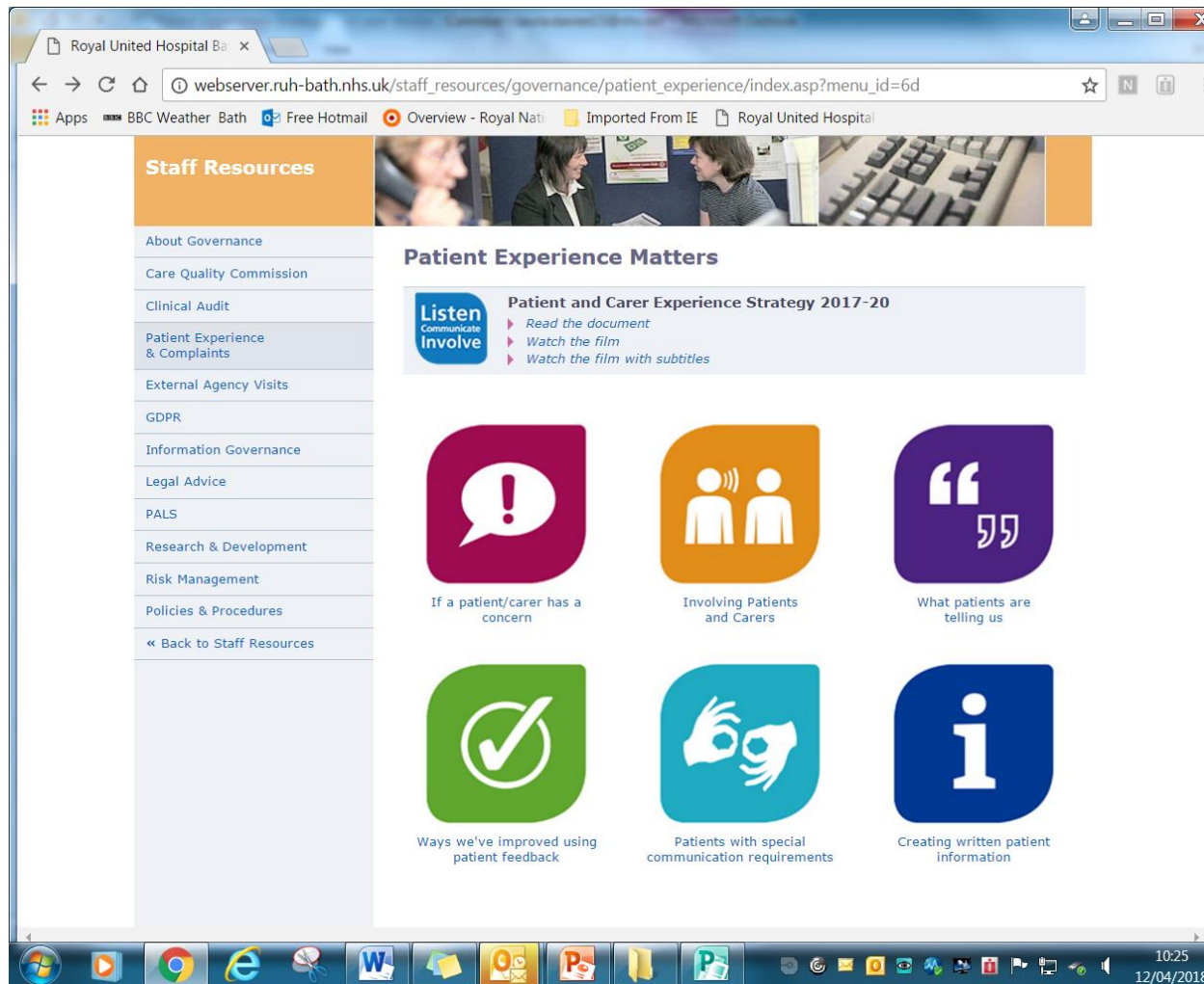
David's diary



Josie and baby
Ivy's story



Patient and Carer Experience Toolkit



What are the challenges?

1. Completing the QI cycle of improvement before the next 'project'
2. Sharing good practice/ knowledge across the Trust
3. Small patient experience team trying to support competing priorities



Thank you for listening

Any questions?