

Foundations in Patient Experience Online Course

2024 Autumn/Winter Timetable

Session	Date	Time
Introduction to the course	Tuesday 17 th September	9:30-11:30
Person-centred care	Tuesday 24 th September	9:30-11:30
Introduction to data and measurement	Tuesday 1 st October	9:30-11:30
Making sense of data and measurement	Tuesday 8 th October	9:30-11:30
PPIE* - Purpose and Barriers	Tuesday 15 th October	9:30-11:30
PPIE* - Principles and Inclusion	Tuesday 22 nd October	9:30-11:30
Break for half-term		
Person-centred QI – Principles	Tuesday 5 th November	9:30-11:30
Person-centred QI – Co-design	Tuesday 12 th November	9:30-11:30
Leadership and strategy	Tuesday 19 th November	9:30-11:30
Project planning	Tuesday 26 th November	9:30-11:30
Project work		
Celebration event	Tuesday 21 st January 2025	9:30-11:30

*Patient and public involvement and engagement

Foundations in Patient Experience course

The course supports the following learning objectives:

1. To be able to advocate for patient experience and quality improvement work in the current climate, through strong knowledge of research evidence, historical and policy context.
2. To increase confidence in understanding, analysis and effective use of different types of data to improve patient experience.
3. To have the practical tools to engage, involve and co-design with patients, health professionals and the public in a meaningful and impactful way.
4. To have confidence in their ability to use patient centred quality improvement methods and skills to make sense, influence and work collaboratively.
5. To strengthen the personal impact and effectiveness of participants to work strategically as leaders in patient experience improvement and be supported by a network and community.