

Will deliver the following course as detailed below:

The Patient Experience, Handling Complaints and Continuous Improvement

Date: 1st April 2021
Location: Room 10, Clinical Practice Centre, Ashley Wing, St James Hospital
CPD Points: 6
Times: 9:00am-5:00pm
Facilitator: Cecilia Miller



As individuals, we all experience things differently and as patients, a good experience of care and ongoing treatment is extremely important and linked closely to clinical effectiveness, safety and continuous improvement. This programme has been designed to outline what 'patient experience' is and to explore its importance within the NHS as a whole. Based around the Patient Experience Improvement Framework from NHS Improvement, we will link the importance of the patient experience to areas such as leadership, organisational culture and reporting and lessons learnt.

Measurable Aims: At the end of this programme, the delegate can:

- Understand and explain the GMC 4 stage process of reflection
- Explain the 4 GMC Good Medical Practice Domains and link them to Quality Improvement
- Understand how to use the Assessment tool from the Patient Experience Improvement Framework.
- Identify the current strengths and weaknesses of your organisation when linked to the patient experience

The Programme Includes:

- The importance of the patient experience within the NHS
- Overview of the Patient Experience Improvement Framework
- The 5 components
- Handling difficult situations and/or complaints
- The GMC 4 stage reflection process and how this links to continuous improvement
- Using the Assessment tool
- Future Planning