

AGILE RESPONSE TO PATIENT EXPERIENCE

Tees Esk and Wear Valley (TEWV) commissioned CRT to help implement a unique feedback solution as part of their strategic plan to improve overall levels of Patient Experience at the trust. With a wide and diverse service offering, a simple solution that could unite 200 teams working across multiple locations, and quickly highlight areas for improvement was imperative in order to meet their patient experience goals. The solution includes a mix of touchscreen tablets and integrated online survey applications delivering significant and wide reaching benefits.

Understanding the patients view

The Trust wanted to enhance its ability to measure and respond to patient experience. The brief was to find a simple to use patient engagement solution that was robust, cost-effective and delivered consistent levels of qualitative and quantitative data; thereby enabling health managers to make important, patient-centric decisions.

At individual, ward and team level, changes are occurring month on month as teams receive their feedback and constantly strive to respond and improve their services.

Universal approach embeds feedback

The solution has been used to monitor changing response patterns from patients, measure staff engagement and carer strategy effectiveness. The benefits have included:

- Engagement with 25% more inpatients and community service users
- A culture of continuous improvement has been embedded at the Trust enabling staff to highlight problems in real-time and enabling managers to deliver prompt remedial action
- Internal buy-in at TEWV has led to 105 clinical areas using ViewPoint to measure satisfaction levels
- Robust, real-time mechanisms have been created for timely Patient Experience intelligence for use by the Trust Board, regulators, external stakeholders and staff.

“ViewPoint gives us excellent Patient Experience evidence and has enabled us to demonstrate that we have robust mechanisms in place to gather and act on the feedback.”

Corinne Aspel, Lead Senior Nurse with responsibility for Patient Experience



Want to know more?
Call us on 024 7660 8832
or email info@crtviewpoint.com

ViewPoint 
by CRT

