

Anytown NHS Foundation Trust is one of the largest healthcare providers in the south of England, with around 3 million patient contacts a year.

500 beds



5000 staff



CQC

Overall:
Good



Caring: Good



Patient Experience Team

The Head of Patient Experience reports to the Director of Nursing

Head of Patient Experience
Head of Experience
Patient Experience Officer
2 Complaints Officers
Patient Experience Administrator

Total WTE 4.2

The Director of Nursing has executive responsibility for patient experience.

Talking points

Trust-wide

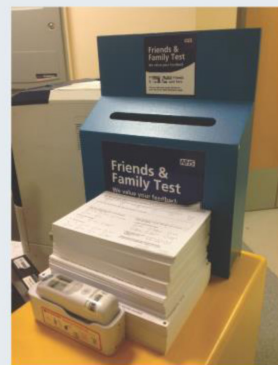
All nurses receive training in how to use patient experience data of different kinds to drive quality improvement.

Dementia

The Lead Nurse for Dementia relies on a well-established monthly Memory Café to collect patient and carer feedback; he does not use patient surveys.

Cancer

Medical staff actively contribute to an MDT response to the findings of the National Cancer Patient Experience Survey, a task that was formerly carried out solely by Clinical Nurse Specialists.



Study Title	Exploring the impact of patient experience data in acute NHS hospital trusts in England: using Actor-Network Theory to optimise organisational strategies and practices for improving patients' experiences of care
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