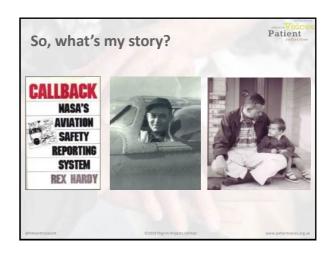


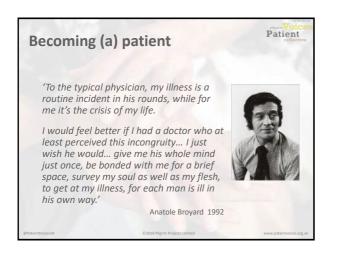
## Patient Voices: how stories of safety, quality and culture form the DNA of care

@PatientVoicesUK
@PilgrimPip

Co-founder, Patient Voices Programme Honorary lecturer, University of Manchester Medical School

Dr Pip Hardy



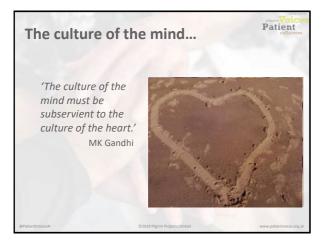


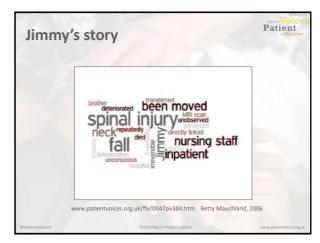


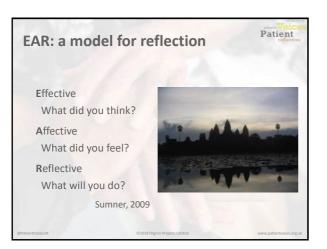






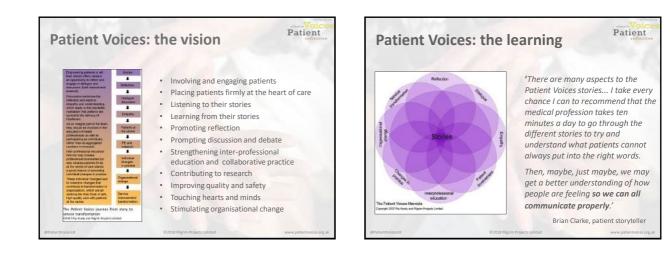




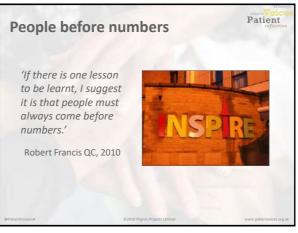




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Changes within the Trust include:

- patient-led 'dignity walks'
- more confident patients and staff, able to tell their stories
- increased involvement of patients and carers in creation of care plans
- greater recognition of 'experts by experience'
- more engagement with family members
- use of Patient Voices stories in recruitment.



Patient

For patients F	For staff	For the organisation
	More time to focus on patient care	Positive local and national PR coverage (press and radio)
	Reduction in negative feedback	Positive external assessment
	Better communication, more confidence	Huge savings in money and time

## Impact on quality

After only two years, the Trust reported:

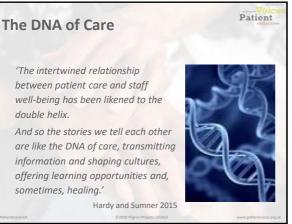
- reduction in complaints related to care (45%)
- reduction in complaints related to staff issues (9%)
- reduction in complaints related to communication (22%)

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- reduction in CNST claims (50%)
- reduction in management costs.













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Patient

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