## Stages of a Patient Experience Project

<table>
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<tr>
<th>Project Stage</th>
<th>Practical tasks for the Patient Experience element</th>
<th>Points for action</th>
<th>Reflect on Patient Experience Principles</th>
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| Scoping       | Decide on Patient Experience approach             | • Agree aims/objectives of the project  
• Who will facilitate this – from own staff or external (neutral)  
• Obtain support (if required – members of Patient Experience Group are available for advice)  
• Obtain agreement from management  
• Agree how results will be fed back to relevant staff groups and public  
• Feedback to managers | A: Ensure management and clinical support when starting Patient Experience projects  
B: Ensure that the chosen method of gathering Patient Experience data reflects the needs of the client group  
C: Ensure that funding is available for any expenses that need to be reimbursed | |
| Planning      | Identify patient group to participate              | • Current patients/clients  
• Recent patients/clients  
• Carers  
• Family members  
• Agree when best to approach them (i.e. at what stage in their care with you)  
• Agree a method for contacting patients to ask for their participation  
• Agree the method(s) you will use for other aspects of your project | D: Ensure that resources (including staff time and preparation) are built into your plan | |
|               | Use resources and templates                        | • Patient information sheets  
• Consent forms  
• Data gathering tools  
• Develop a work plan – template available (see section 2) |   | |
| Implementing  | Start your data collection                         | • Follow your work plan | E: Analyse the Patient Experience data to provide meaningful information  
F: Ensure that the context is explained to enhance understanding of the data | |
|               | Analyse your data                                  | • Transcribe story or summarise responses  
• Identify good practice  
• Identify themes  
• Identify issues for improvement  
• Review the data collected in other parts of the project  
• Provide early feedback to manager |   | |
|               | Take action                                        | • Target main issues  
• Create SOLUTIONS through involvement  
• Write an action plan  
• Implement action plan with support from your manager | G: Use the data to recognise, share and praise what is good practice and identify areas for improvement | |
|               | Share knowledge                                    | • Complete Briefing Note  
• Work out who else would benefit from the information – and pass it on to them  
• Feed back results to patients/public and advise on actions/improvements planned | H: Ensure prompt feedback to patients and service users |
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| Monitor       | Review your action plan                           | • Check progress against the plan  
• Identify impacts and outcomes  
• Identify any unintended consequences – good or bad | I: Following the results, demonstrate clearly the actions taken |
| Review        |                                                   | • Measure improvement  
• Feedback to staff and managers  
• Feedback results to patients/public and advise on actions/improvements planned | J: Evaluate the results and the impact of the improvement |