

Learning from our Patients & Carers

Mandy Dawley, Head of Patient & Carer Experience & Engagement

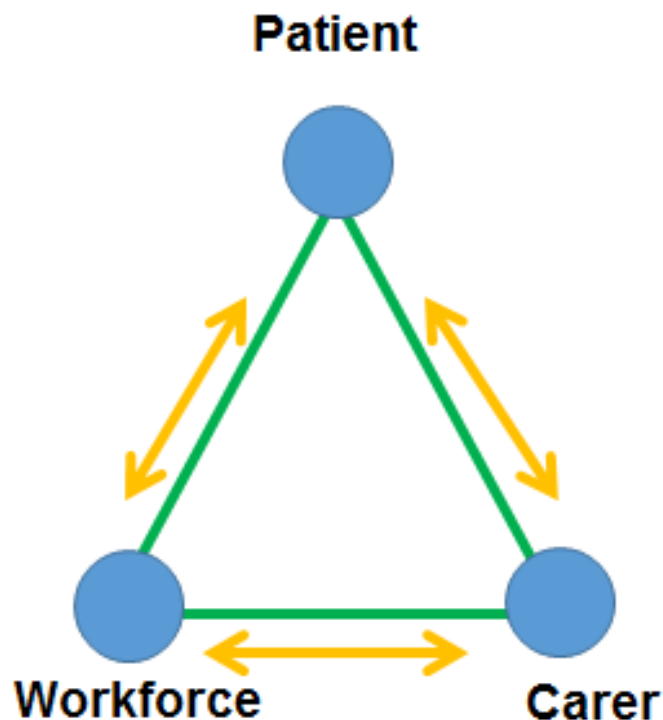
Rachel Laud, Clinical Lead – Scarborough North Hub

“One of our great strengths of this country is that we have an NHS that – at its best - is of the people, by the people and for the people...we need to engage with communities and citizens in new ways, involving them directly in decisions about the future of health and care services”



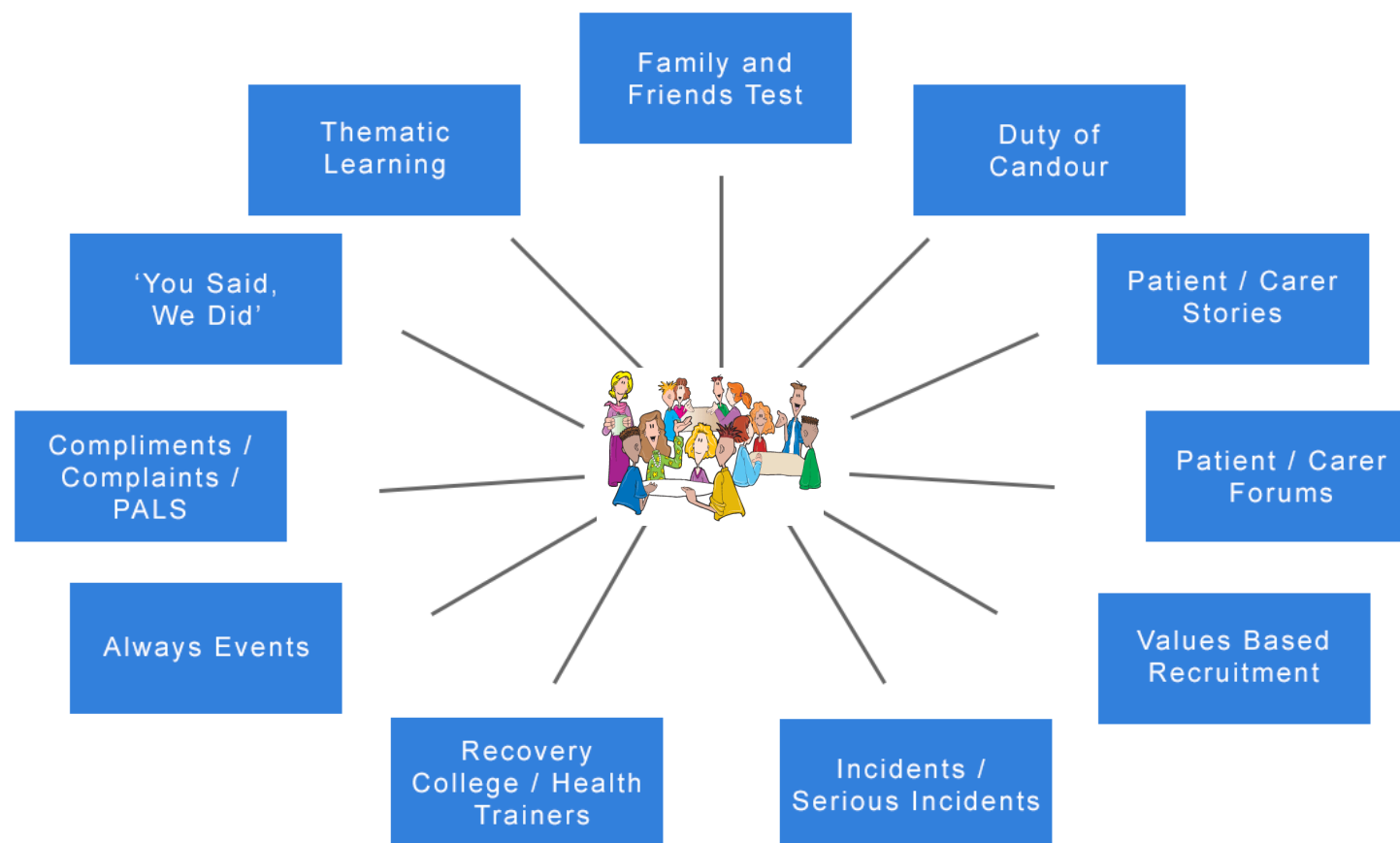
Source: The Five Year Forward View, 2014

Person Centred Approach



Patients, carers and staff working together as partners in care

Approaches to Learning from Patient/Carer Experience:



Listening and Learning



**Why? To increase participation from patients/carers/
protected groups to inform service access and delivery and design**

Forums

