

Patient Experience & Inclusion Strategy on a page 2022-2025



**Commitment 1:
Inclusion and
engagement**

To be inclusive in our engagement with patients, carers and the public

**Commitment 2:
Care and treatment
accessible to all**

We will endeavour to ensure that the care and treatment we provide is accessible to all

**Commitment 3:
Capture, listen,
learn**

We will capture, listen and learn from the experiences of patients, carers and the public

Objective 1 - Engage with communities who experience the greatest health inequalities to seek to understand their needs.

Objective 2 - Work in collaboration with other NHS and private sector organisations to ensure consistent equality, diversity and inclusion practice across the region.

Objective 3 - Work with all our local communities to understand their needs.

Objective 4 – Improve and expand upon current Trust engagement ensuring that all our activities are inclusive to all who want to access them.

Objective 1 - Gather feedback from patients from protected groups and inclusion health groups to identify any barriers to accessing services.

Objective 2 - Build on the implementation of the Accessible Information Standard and further develop patient information to ensure it is clear, age appropriate and accessible.

Objective 3 - Every patient requiring interpretation support will be identified and the relevant face to face interpreter booked in advance of their appointment or, virtual appointment booked.

Objective 1 - Develop the Trust patient story programme.

Objective 2 - Develop new and improve on existing systems for capturing feedback.

Objective 3 - Utilise systems to triangulate themes and trends.

Objective 4 – Use feedback received to improve and celebrate services.

Objective 5 – Increase awareness of the patient experience and inclusion agenda.