

Wakefield District HCP Experience of Care Network

Co-designed using our collective knowledge, expertise and experience

We know people's experience of care is:

Collected and understood by individual providers

BUT people experience care and support across many different services

Poor coordination of services and gaps in care often most affects those with the greatest needs and the poorest outcomes



Aims

Improve **outcomes**

Utilise feedback to **influence strategic priorities**

Ensure **the voice of the people is influential** in our work

Collaboration and learning – share information, insight and intelligence

Build - on our combined expertise, skills and resources

Be at the forefront of **innovation**

Provide expertise and advice on experience of care to WDHC Partnership



Objectives

Bring together colleagues with similar roles

Use feedback, insight and experience for **improvement, engagement and positive change**

Align priorities, explore new ideas and **share learning**

Create a **strong and cohesive team**

Develop a **consistent approach**

Consider the **wider determinants** of health

Success! Our aim is to show:

- ✓ an increase in positive feedback and reduction in negative feedback
- ✓ how feedback has informed and influenced improvements
- ✓ proactive engagement and commitment from all partners
- ✓ wider recognition for experience of care