



# Celebrating Our Achievements

SAFE

EFFECTIVE

**CARING**

RESPONSIVE

WELL-LED

## Patient Surveys

Comprehensive annual patient survey programme includes monthly surveys of different patient groups.

Bespoke surveys are designed for specific patient groups, in collaboration with the service and clinical leads:  
young patients  
maternity care  
dementia and mental

Some questionnaires co-produced by patients as 'experts by experience'.



## Caring In Action

We treat people with compassion, kindness, dignity and respect.

## Complaints and Concerns

Compliments and complaints are managed promptly, lessons learned are shared with staff.

Complainants are managed as individuals, with unique needs and levels of complexity.

The Patient Experience team have undertaken, 'A Journey Through Complaints Using Empathy' training.

Weekly monitoring of overdue complaints and escalation processes in place.

Complainants and complementors (could we say, anyone providing feedback is?) are invited to take part in discovery interviews.

## Patient and Public Involvement (PPI)

The strategy involves individuals and community groups, including disability groups and younger persons.

Operational and support staff attend public engagement events, explaining our work to patients and public.

Patient experience interviews are recorded and presented at the Trust Board.

Accessibility is now a core aspect of the PPI Strategy.



If you have any further questions, please speak to your line manager or email: [CQC.Group@eastamb.nhs.uk](mailto:CQC.Group@eastamb.nhs.uk)

