

## NHS Hospitals and Trusts choose Patient Focus to be more responsive to patient needs

Date: 31 Oct 2005 - 16:34

Source: [Patient Focus](#)



**RESPECTING  
THE CHOICES  
OF PATIENTS  
AND STAFF**

**PATIENT  
FOCUS**



The Healthcare Commission today in its report have stated that NHS hospitals and trusts are failing to address the complaints of patients. Significantly, the report articulates that the most common grievance for patients have been poor communication and lack of information.

This has also been recognised by senior decision makers within many NHS trusts and some have been looking for effective yet cost efficient solutions to identify patient concerns and address them.

Recently, Erewash PCT, Amber Valley PCT and three Cornish NHS Trusts along with Addenbrooke's Hospital have chosen Patient Focus as a strategic partner to capture, report and address concerns and aspirations of patients and staff members.

Pam Purdue, Assistant Director Public Patient Involvement, Amber Valley Trust, said today:

"One of the challenges for me as patient and public involvement head is to ensure the staff in getting feedback from patients in a meaningful and sustainable way. The Patient Experience Tracker allows us to do that. It ensures that staff own the feedback and come up with ideas to improve the patient experience.

We are concentrating on essence of care which gives the staff a tangible way of improving things and very quickly seeing if what they have done has made a difference.

We are very excited about the implementation of the system across the community hospitals in our trusts"

Greg Anderson, Chief Executive of Patient Focus said:

" All successful organisations require a structured yet flexible process to understand and react to the changing needs of the customer and the NHS is no different. We are committed to working with NHS hospitals and trusts and equip them with cost effective tools and processes to improve the quality of healthcare in our communities."

### About Patient Focus:

Patient Focus are service improvement and change management enablers who assist NHS entities in becoming more effective and efficient with significant tangible and intangible benefits and ROI. To find out more please visit: [www.patientfocus.net](http://www.patientfocus.net)