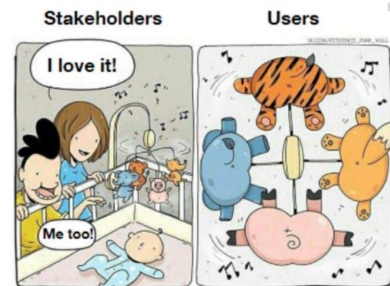


## Patient-led Outcomes

Rapid Quality Implementation Week!

Where are we now?



### What is a measure?

- How much did we do
  - Contacts (phone/face to face)
  - Appointments attended
  - DNA
- How well did we do it
  - Clinician-reported
    - HONOS etc.
  - Patient-reported
    - PROMs
- Is anyone better off?
  - Currently, we don't really know!

### What did we learn from the RPIW?

- Feedback is different from a measure
- Nowhere else has done this already
- It's the right thing to do
- Quality and Value are defined by our service users
- People need to be given the choice/opportunity to give feedback
- The birth of What's Important To You

## HOW – during June 2019 What's Important To You

#WITY

- Conversation is encouraged at point of initial assessment
- Embedded as part of the assessment summary
- Support assessors to implement
- Amend assessment template to incorporate 'WITY'
- Introduced WITY to Basingstoke CMHT and Andover ICT
- Develop plans to implement more widely
- Incorporate into care plans collaboratively
- First data snap shot taken last week



## HOW – by end of July 2019

- Meet with Rio Team to discuss how we can measure/record/use
- What's Important to You? completed on Care Plan; tick box added to Rio
- Have we met/are we meeting your needs? 0 to 5 patient reported score



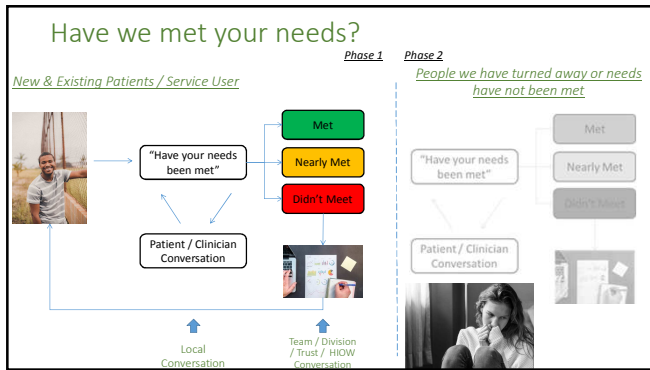
## Keeping it simple

- 4 key questions:

1. Were you treated with compassion and respect?
2. Do you understand your condition better?
3. Have you acquired skills to manage your condition?
4. What can we do to improve our services?

## HOW – by September 2019

- Work with Information Team to develop the measure(s) and reports
- Data will develop over time to include:
  - Number/score
  - Age
  - Sex
  - Service
  - Team
  - Duration in service
  - Etc.



Vision – Beyond December 2019

**The voice of every service user is heard throughout the local Health Service and action is taken to improve the experience and outcomes for every single service user**

