

Freedom of Information Request

Ref: 23-360

6 June 2023

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

1 Is there a specific system to measure outpatient experience in your trust?

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) measures outpatient experience via a combination of Friends and Family Test, a monthly Outpatient survey and Patient and Public Involvement approaches.

2. Does your trust use the NHS Patient Experience Framework themes to measure and record patient experience?

We have previously reviewed the NHS Patient Experience Framework themes for potential learning. Our approach to measuring, understanding and acting on experience of care is informed by CQC standards, Picker Principles of Person-Centred Care and NHS England guidance

3. Is there an easily accessible place for the public to review on your website your patient experience reports? (not just within published board papers)

The Trust publishes information on patient experience via the annual Quality Account and via Trust Board papers. Please see the links below:

https://www.uhbw.nhs.uk/assets/1/uhbw_quality_account_2021-22_-_final.pdf

<https://www.uhbw.nhs.uk/p/about-us/trust-board-meetings>

4. How are these outpatient experience reports used for continuous improvement within your trust?

University Hospitals Bristol and Weston NHS Foundation Trust (UHBW) has a Patient Experience Hub system which gives access to staff across the Trust to feedback about their service area to drive improvement activity. Each Division in the Trust has a quality governance group which reviews feedback alongside other quality metrics to review trends, themes and develop action plans for improvement where required. UHBW also has a Trust-wide Experience of Care group which provides strategic oversight and assurance for all experience

of care, including outpatient experience.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust