

**Gathering and using
public insights to
drive improvements
in care**

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Patient Survey Programme

- NHS England, Care Quality Commission, Adult Social Care
- Annual or bi-annual
- Significant time lag between person's experience and publication of data
- Data for benchmarking and comparison
- Friends and Family Test: close to real time, data for improvement
- Cancer Vanguard testing new approaches to data collection



Looking to the future...

- Move to closer to real time data?
- Care along 'pathways', not based around healthcare institutions
- Reflect changes in the way people access care / care is provided



Patients or Public?

- British Social Attitudes Survey
- Data mining social media e.g. Twitter, Facebook, and other sources of publically available comment



Driving Improvements in Care

- FFT data leading to local improvements
- In-Patient survey data informing response to Francis report
- Cancer Patient Experience Survey (CPES) data informing policy decisions and national improvement priorities
- CPES shaping local cancer improvement plans



Going further...

- Patients see things that we don't see, and know things that we don't know
- Involvement is a moral imperative for the NHS
- But it needs to go further...

