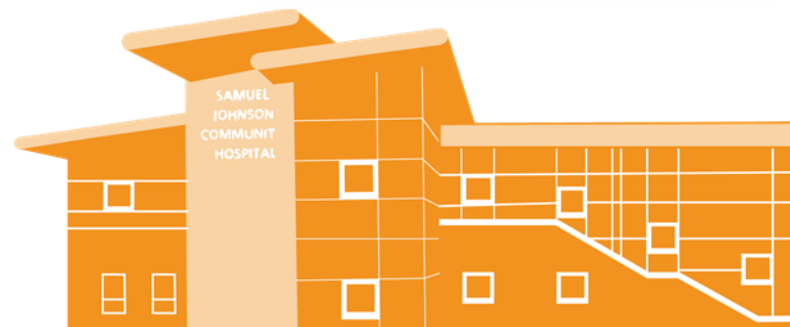


Patient Experience & Engagement



University Hospitals of
Derby and Burton
NHS Foundation Trust



Royal Derby
DERBY



Queen's
BURTON



Samuel Johnson
LICHFIELD



Sir Robert Peel
TAMWORTH



London Road
DERBY

An Overview ...

What do we do?

- Patient Surveys
- Patient & Public Engagement
- Patient Stories
- Service improvement work
- Staff engagement on patient experience matters (e.g. recruiting Patient Experience Champions)



Always Pledges

CARE

We will always provide care for your individual needs

LISTEN

We will always listen to what matters to you

RESPECT

We will always treat you with courtesy and respect

UNDERSTAND

We will always keep you informed and ensure you understand

DIGNITY

We will always be kind and maintain your dignity



How can you get involved?

- Trust Member
- Governor
- Youth Forum
- Volunteer
- Patient Participation – Readers Panel/Forums
- Patient Stories

Contact us at:

uhdb.patientexperience@nhs.net

01332 788325

www.uhdb.nhs.uk

Any questions?