

Patient Experience and Inclusion Strategy on a page 2025-2028

Commitment 1



**We are
KIND**

- ▶ Treat every individual with respect
- ▶ Are compassionate in our support of patients and colleagues
- ▶ Are friendly and welcoming and always introduce ourselves
- ▶ Care for each other as we care for our patients
- ▶ Are polite and value each other's thoughts and ideas

Commitment 2



**We are
OPEN**

- ▶ Are always listening and learning
- ▶ Encourage and support two-way communication
- ▶ Are honest, fair and open with others
- ▶ Take responsibility for our actions and always aim to improve
- ▶ Develop our services in the best interest of our communities

Commitment 3



**We are
INCLUSIVE**

- ▶ Value everyone's cultural, social and personal needs
- ▶ Celebrate our differences and support each other
- ▶ Listen to all voices
- ▶ Work as a team and learn from each other
- ▶ Challenge the prejudice and promote acceptance

Objective 1

Patients, families, and carers report that they have received kind and compassionate care

Objective 1

To work in partnership with patients, families and carers to improve the patient experience.

Objective 1

Expand our engagement with local communities to ensure they are consulted promptly when changes to Trust services or estate are planned.

Objective 2

Demonstrate improvement where we have listened to and learned from patients.

Objective 2

Maintain and develop our knowledge regarding regional and national initiatives

Objective 2

Improve accessibility across all areas of all sites of MWL

Objective 3

Patient Experience and Inclusion Teams at MWL to merge and form one team

Objective 3

Review and improve survey usage and questions based on previous feedback. Harmonise existing systems

Objective 3

Implementation of the NHS reasonable adjustments flag

Objective 4

Harmonise patient experience systems across MWL

Objective 4

Continue to improve collaborative working across MWL via the PEI Champions

Objective 4

Participate in EDS22

Objective 5

The Patient Experience and Inclusion Team are to continue to provide prompt responses to any feedback received

Objective 5

Maintain/improve on relevant accreditations