

Communications Department

Tel: 01225 825489 / 821299/825799

Email: communication@ruh.nhs.uk

Date: 2 April 2009

Media Release

RUH Patients 'record' their views on care

A device which allows patients to instantly record opinions on their care is being used for the first time in the South West at the Royal United Hospital in Bath.

The handheld device called the Patient Experience Tracker (PET) can record, collate and report patient feedback to hospital staff within the space of a week. Since January this year, patients in ten wards and clinics at the hospital have had the opportunity during their stay or visit to respond to five questions – available in 17 different languages – displayed on the screen of the handheld PET. Questions are about cleanliness, attitude of staff, staff ability to work as a team, dignity and respect, and whether a patient is being kept informed about their treatment and care.

The hospital's Head of Patient Experience, Theresa Hegarty says,

"This almost instant feedback has so far been very positive. Patients select the response that best fits their experiences. These are automatically downloaded and collated by an external source. At the end of each week, senior nursing staff receive a report detailing the responses that relate to their ward or clinic. The results are completely anonymous and staff encourage patients to use it. "

Mandy Staunton, the patient representative involved with the PET Project says:

"Living with a long term health condition has made me realise how vulnerable one can feel as a patient. Introducing the PET has been a concrete step towards taking the patient view and concerns into account, and making changes as a result. The RUH staff that I have worked with on this project have impressed me with their drive and enthusiasm to improve patient experience in the midst of a very demanding job."

The PET complements national surveys but with the advantage of speedier and more up to date results. The RUH charity, Hospital Friends funded the first 10 devices and the hospital plans to now introduce more into different areas.

Ends

Notes to editors

Please contact the Communications Office for interview requests and for an image of the PET device. The Patient Experience Tracker is commissioned from Dr Foster Intelligence.