

# Patient Narrative Project: Your Voice Matters

Patient experience needs to be central to the planning and delivery of health and social care services. To build trust and confidence in services we must listen and learn from the experiences of service users.



**Your Voice Matters** focusses on what is **most important to service users**. It captures **lived experiences**, by asking service users to **tell their story** of a recent experience of engaging with

health service(s). These experiences are then considered in terms of **person centred, co-ordinated care** and the information is used to **inform service improvements**.

## ADVANCES IN CARE



South East Community Healthcare have been leading out on implementing the survey and as a direct result of the experiences gathered a number of service improvement initiatives have been put in place.



### COPD



- Peer Support Group established in Wexford
- Co-designed information leaflet and posters now available throughout the South East



### Services for Older Persons

- Survey findings directly fed into SECH Older Persons Service User Led Improvement Workshop, November 2018 to inform selection of Service Improvement Projects

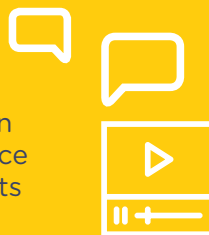
- Video clip for healthcare professionals providing details of local COPD support groups launched in Kilkenny



## NEXT STEPS

### Nationally

- Build on work carried out in the South East in using patient experience to inform improvements in additional services, populations and sites



### SECH

- Peer Support Group to be launched in South Tipperary
- Information video planned for Wexford
- Feedback to staff throughout the South East
- Feedback to service users and community groups who have taken part in the survey

The information presented is not representative of formal/national KPI indicators but rather information extracted based on demonstrator active sites.