TPOT & South/South West Hospital Group Co Design of an Elective Surgical Patient Experience Measurement Tool

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**Introduction:** Patients’ outcomes and experiences are at the core of the TPOT continuous quality improvement (QI) programme

**Aim of initiative:** to co design an elective surgical patient – centred experience measurement tool for services participating in the TPOT programme

**Methodology:** Experience based design (EBD) approach with Plan, Do, Study, Act (PDSA) Quality Improvement (QI) methodology

**EBD:** captures, promotes understanding and uses patients values and experiences to guide and shape meaningful measurable improvements

**PDSA:** iterative four stage QI methodology to develop and/ or test change ideas (IHI, 2013)

**Preliminary Results:** Elective surgical patient experience (August 2015 at 2 x test sites)

**Next steps**
Continue PDSA testing to implement in all TPOT SSWHG sites and spread to TPOT sites nationally
Co design an acute emergency patient experience tool

**Critical Success Factors**

**Anticipated Benefits**
I. Involve patients in process and system improvement
II. Identify areas of good practice
III. Suggest and prioritise areas for improvement