

## Patient Experience Strategy

### VISION

Patients will be central to their SMSKPE journey by informing continuous improvement and evaluation of all clinical services.

### MISSION

To ensure our clinical services are highly valued by our patients; providing outstanding care by considering the patient voice in every decision that directly impacts patient care.

|    | AIMS   | OUTCOMES  |
|----|--|---|
| 1. | To progress patients and carers understanding of MSK Health and Wellbeing.   | SMSKPE enhances patient and carers abilities to confidently manage their health and wellbeing.                              |
| 2. | To ensure that Shared Decision Making (SDM) is at the heart of each patient encounter.   | SMSKPE can demonstrate patients are consistently involved in decisions about their care.                                    |
| 3. | To develop a framework which ensures patient experience feedback is regularly and systematically collected and analysed from all SMSKPE clinical services. | SMSKPE have captured the collective patient voice from all clinical services to inform decisions on continuous improvement. |
| 4. | Embed the patient voice within all continuous improvement and service evaluation activities.   | All improvements to SMSKPE's service are shaped by the collective patient voice.  |

### SMSKPE Values

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| <b>Be caring and compassionate</b>                     |
| <b>The patient is at the heart of everything we do</b> |
| <b>Be innovative and enable development</b>            |
| <b>Show trust, honesty and respect</b>                 |
| <b>Provide a quality service.</b>                      |