

Patient and Client Experience Annual Report 2012-2013

The Patient and Client Experience Annual Report 2012-13 demonstrates that although healthcare is often highly pressurised, all Health and Social Care (HSC) Trusts are ensuring that patient experience remains a priority.

The report provides an analysis of the patient and client monitoring including evidence-based statements from patients; highlights areas of good practice within each of the HSC Trusts and outlines areas where further improvements are required to enhance the experience of patients and clients.

The comprehensive programme of work undertaken by the six HSC Trusts in conjunction with the HSC Board and PHA to support the implementation of the Patient Client Experience Standards demonstrates a commitment to learn and an assurance to act upon the experience of patients and clients locally and regionally.

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Details

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A4, 68 pages

Target group

Health professionals and the general public.

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Patient Client Experience Standards Annual Report April 2012 to March 2013_0.pdf	1.23 MB

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