

4^{Ps}

Development programmes for people in healthcare

Patient Friendly Criteria

Why involve? Why partnership?

The health care team should

- be able to describe what it means by patient and public involvement
- demonstrate effective and reflective team working
- practise in a way that meets the needs of both patients and staff.

Information sharing

The health care team

- has policies and procedures for sharing information that encourage patient involvement in their own care
- involves patients in deciding the range and content of public information.

Listening to and acting on Feedback

The health care team

- has policies and procedures to encourage the use of formal and informal feedback from patients, public and staff to improve services
- demonstrates that it acts on feedback and publicises changes made.

Involving the wider community

The health care team

- recognises and encourages the contribution made by members of the public and community groups
- promotes the constructive use of patient and public representation in decision making forums
- acknowledges the rights and responsibilities in the partnership between staff and others.

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The patient's experience

The health care team

- recognises that the patient is on a journey of which it is only a part
- strives to provide the best possible experience for patients within its care
- shows it has made the most of its environment for patients, public and staff.

Baseline for working towards accreditation

The health care team should

- *be able to describe what it means by patient and public involvement*
- *share clinical letters and reports with patients*
- *have begun to develop policies and procedures to encourage the use of informal and formal feedback from patients, public and staff to improve services*
- *recognise the contribution made by members of the public and community groups*
- *give an example of what the team is doing to recognise that the patient is on a journey of which the team is only a part*
- *strive to provide the best possible experience for patients within its care.*