

patient friendly

WORKING, ASSESSMENT & ACCREDITATION

We know that engaging with patients and public

- is a slow process
- is done well in many places but rarely consistently and systematically
- raises anxieties in staff.

Patient Friendly Working has been developed and piloted over the last four years, it

- makes involvement real
- makes a difference....on the ward, in the department, clinic or practice
- is rewarding to patients and staff
- is a tool for changing behaviour
- offers a framework that can link to performance indicators and demonstrate how Section 11 responsibilities are being met.

The Patient Friendly team offers support, encouragement and expertise to help staff build on what they are already doing.

Assessment and Accreditation

patient friendly assessments are informal visits to workplaces to see where staff are getting it right and where there is room for improvement.

patient friendly accreditation is for those who want to demonstrate how successfully they involve patients and the public.

4Ps programmes give staff the chance to explore what being patient friendly means and think through how they might develop working in partnership with patients and the public.

Look at www.patientfriendly.org.uk to find out more.

or email pf@4Ps.com Tel/fax: 020 8815 5792

South East Region Strategic Health Authority and Workforce Development Confederation are supporting Patient Friendly working for Trusts in their area.