



*educational programmes for people delivering 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
- be able to give an example of how it meets each of the criteria for patient's experience.