

Patient Engagement in our Service Developments

Patient Experience Events

We have held these events annually since 2012, working with staff, patients and national patient groups. They have become an extremely important part of the way we develop the Leeds Liver Unit to provide services for our patients.

- 2012** All our staff met to focus on patient experience, how we perceived it and how we thought we could improve it
- 2013** We invited patients to join staff to review how we were doing and what would be useful next steps
- 2014/5** We invited national patient groups to join staff to tell us what is important to patients in their organisations
- 2016** We invited patients and staff to meet together at the start of National Transplant Week to help us understand if we were making progress

You Said...We Did



- ◆ We scan all letters and test results sent to us onto your electronic patient record. We write to your local specialist and your GP and we also routinely offer all patients a copy of their clinic letters
- ◆ We have developed local referral pathways with GPs to include tests in advance of the appointment with us. We have worked with specialists in other hospitals to develop joint care and investigations
- ◆ We have developed telephone clinics and e-mail access into our services. We have some remote monitoring services for patients having frequent adjustments to their medication etc.



You Said...We Did



- ◆ We now have more clinics and we have separated them into ones that provide certain services
- ◆ These clinics have the right professionals in them so you can often combine 2 or 3 appointments. We have also worked with radiology to be able to do same-visit scans in some of our clinics
- ◆ We have a selection of magazines donated each month by Hearst Group and supplemented by staff - thank you Hearst! We also have a table to teach you and others about alcohol units
- ◆ We have leaflets for a variety of patient organisations in clinic and a notice board on the ward about our Liver Transplant Support Group
- ◆ We have patient information leaflets from the British Liver Trust in clinic and on the ward

You Said...We Did



- ◆ We have revamped our website, it looks much better, and it has loads of information on it. It launches in October 2016
- ◆ We have worked with medical student projects to develop videos for the website. There are patient stories coming to the website and some on the posters on the ward.
- ◆ We have produced posters for the ward showing how we aim to help patients and get their feedback
- ◆ Many of our patients will share their stories with others and our team will help this
- ◆ We have a helpline for our long-term post transplant patients
- ◆ We work closely with the Liver Transplant Patient Support Group and we have a Hepatitis C Patient Forum too!

You also said "Thank You"
And we say "Thank You" to you. Your views matter

