

# Patient Experience and Inclusion Strategy on a page 2025-2028

## Commitment 1

**We are KIND**

**We:**

- Treat every individual with respect
- Are compassionate in our support of patients and colleagues
- Are friendly and welcoming and always introduce ourselves
- Care for each other as we care for our patients
- Are polite and value each other's thoughts and ideas

## Commitment 2

**We are OPEN**

**We:**

- Are always listening and learning
- Encourage and support two-way communication
- Are honest, fair and open with others
- Take responsibility for our actions and always aim to improve
- Develop our services in the best interest of our communities

## Commitment 3

**We are INCLUSIVE**

**We:**

- Value everyone's cultural, social and personal needs
- Celebrate our differences and support each other
- Listen to all voices
- Work as a team and learn from each other
- Challenge the prejudice and promote acceptance

### Objective 1

Patients, families, and carers report that they have received kind and compassionate care.

### Objective 2

Demonstrate improvement where we have listened to and learned from patients.

### Objective 3

Patient Experience and Inclusion Team (PEI) at MWL to provide an equitable service across all Trust sites.

### Objective 1

To work in partnership with staff groups to improve the patient experience.

### Objective 2

Maintain and develop our knowledge regarding regional and national initiatives.

### Objective 3

Review, harmonise and improve patient survey usage. This will allow services to gain feedback on areas of best practice and learning whilst allowing benchmarking against any national surveys.

### Objective 4

Continue to improve collaborative working across MWL via the Patient Experience and Inclusion Team Champions.

### Objective 5

The Patient Experience and Inclusion Team are to continue to provide prompt responses to any feedback received.

### Objective 1

Expand our engagement with local communities to ensure they are consulted promptly when changes to Trust services or estate are planned.

### Objective 2

Improve accessibility across all areas of all sites of MWL.

### Objective 3

Implementation of the NHS reasonable adjustments flag.

### Objective 4

Participate in the Equality Delivery System annually. A toolkit to make services more accessible and inclusive for all patients.

### Objective 5

Maintain/improve on relevant accreditations.