

**MARDI
26 NOVEMBRE
2019
COLLOQUE**

HEURE : 11H00 – 12H00

LIEU : SALLE DELACHAUX, BIOPÔLE 2, SV-A, ROUTE DE
LA CORNICHE 10, 1010 LAUSANNE

**Colloque de la série « Mesures rapportées par les patient·e·s
(Patient reported measures) »**

INSIGHT & FEEDBACK AT NHS ENGLAND

INTERVENANTE

- **MS CLARE ENSTON,**
HEAD OF INSIGHT & FEEDBACK,
NURSING DIRECTORATE,
NHS ENGLAND AND NHS IMPROVEMENT, LEEDS, UK

DESRIPTIF

Listening to patients' experiences of their care – and to the views of the staff who provide it – plays a crucial part in delivering services that are safe, effective and continuously improving. Insight does not come from a single source: from a single survey, patient story, focus group or public meeting. It's about using a combination of sources to understand a number of different issues and then to ask: "How do we use what we've found out – positive and negative – to improve the quality of every patient's experience?" Insight can tell us things that other performance data cannot, particularly about how people feel about hugely important issues such as dignity, compassion and respect. At NHS England, this work is led by the Insight & Feedback Team, which sits alongside colleagues working on other aspects of patient participation.

Recommandé par la Société Suisse des spécialistes en prévention et santé publique (SPHD) pour la reconnaissance de la formation continue.

Les colloques sont publics !