



**East Suffolk and
North Essex**
NHS Foundation Trust

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**Our Patient Experience,
Carers and Co-Production
Strategy in Easy Read**

2023 to 2027

Who we are

We are **East Suffolk & North Essex NHS Foundation Trust**.

East Suffolk and North Essex NHS Foundation Trust (ESNEFT) runs Ipswich and Colchester hospitals and provides community services in east Suffolk and north east Essex, serving a population of around 850,000 and with a staff of around 12,000. It is one of the largest integrated healthcare providers in the East of England.



We want to ensure that everyone who uses our services receives the best possible care.

To make sure that our services are working well, we need to know what patients, their families and carers think. This is called **patient experience**.

What health care services should be like

- ✓ Health care should be provided to you in a comfortable and caring environment.
- ✓ You should feel safe and well looked after
- ✓ You should be given information so you feel confident and able to make choices and to be listened to.
- ✓ You should be treated as an individual.





What we will do

We have five important strategic objectives, which describe how we will deliver high standards of **safe, personal and effective** care to patients.

Put patients first

We will take time to care for you and provide care and treatment that respects and meets your needs and values.

We will provide information to you and your carer about the help that is available.

Respect the individual

We will listen to the views of patients, their families and carers and act on them.

We will provide help for you and make sure you and your carer get the right support.

It is about having a say in your care and treatment.

It is about being asked what you think.

It is about being listened to.





Act with Integrity

This is about being open, honest and fair.

We will make sure you are supported if you are not happy with your care and say sorry if things do not go to plan.

Serve the Community

We will work with everyone to make our services as good as they can be.

Professionals and patients will work together:

- When a new service is planned
- When a service is changed in some way



Promote Positive change

We will look at what patient's tell us and use this to learn and to make changes.

We will use your ideas in our staff training.

We will provide help to our staff so that they can work with you, your family and carer to make services better.



How we find out about patient experience

We use surveys to find out what patients and carers think.

A **survey** is a set of questions.

For example, you might be asked to fill out a survey when you are in hospital.

You might also be asked to fill out a survey after you have left hospital.

You can use these surveys to say what you think about the care you have been given.



We look at any complaints that have been made about our services. Anyone can make a complaint by contacting our **Pals & Complaints Team**:

Complaints@esneft.nhs.uk

Tel: 01206 742881 / 01473 703797



What we do with information on patient experience

We will share the information on patient experience with

- People who run health care services
- Patients
- Carers
- The Public



We will share the information

- On our website
- At staff meetings
- At staff training and other events

Working together

We want to hear from all patients, families and carers about the services we provide.

Please take part if you are asked to fill out a survey