

Which of the following 3 Patient Experience Strategy Promises do you think should be the chosen set of Promises for our Patient Experience Strategy?

Promise Option

1

WELCOME

Being made to feel at ease and reassured

INCLUSIVE

Listening to me and respecting me as an individual

SAFE

Feeling safe and having trust in the staff

CARE

Designing my care with me for me

SUPPORTED

Working together to plan my aftercare

Promise Option

2

IMPRESSIONS

We will give you a friendly welcome

COMMUNICATION

We will involve you and keep you well informed

CARE

We will give you the right care

SAFE

We will make you feel safe and secure

AFTERCARE

We will support you throughout your journey

Promise Option

3

WELCOME

A good first impression made a big difference to how I felt

HONESTY

Being given clear honest information put me at ease

PERSONAL

No decision was made about me without me

SAFETY

Feeling safe at every step of the way throughout my treatment

SUPPORTED

My feedback was listened to and I was supported in my next steps

