

# Educational Excellence – Improving the patient experience

**Dr Anne Rainsberry**

# Importance of excellence for patients



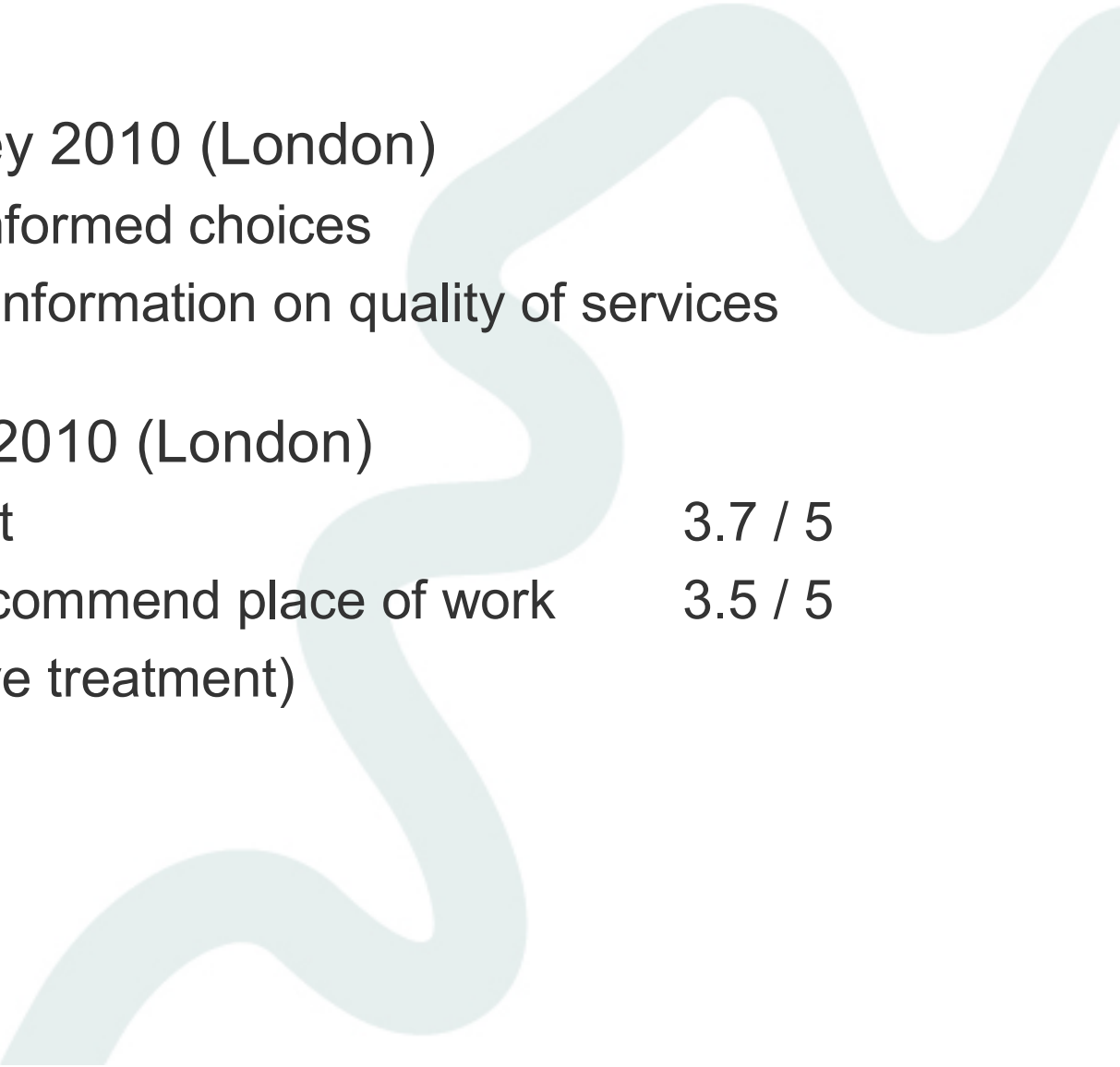
- Delivering safer care
- Enabling clinicians to lead change
- Improved quality of care
- Promoting patient centredness

# Delivering excellence in London



- Stroke
- Localising services
- Integrated Care Pilot

# Room for improvement

- NHS Patient Survey 2010 (London)
    - Power to make informed choices
    - Better access to information on quality of services
  - NHS Staff Survey 2010 (London)
    - Staff engagement 3.7 / 5
    - Willingness to recommend place of work 3.5 / 5  
(to work or receive treatment)
- 

# Future challenges

- Improve multi-disciplinary inter-professional working  
e.g. care of the elderly, quality of nursing
  - Excellent care not just safe care
  - Empower staff and patients
  - Creating a culture for innovation
- 