

Involving Patients

Our aim:

Do all we can to ensure we are a caring and responsive service by working in partnership with our patients to improve quality and safety.

Our principles:

- patient consultation should be an integral part of planning and implementing change
 - patient feedback should be collected, analysed and acted upon in real time
 - quality improvement work should be based on patients' needs
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Our ambitions:

We will aim to apply these principles by doing the following throughout 2015/16:

- undertake 4 Quality Improvement projects as part of the 'Kirkstall Lane: *Improving Care*' programme currently being undertaken at KLMC
- provide convenient and inclusive ways for patients to feed their views and experience back to the practice
- develop a patient involvement board to display NHS Friends and Family Test feedback, 'you said – we did', and other patient experience data collected by the practice
- recruit 'patient partners' to form a steering and consultative group, and to drive the work of patient involvement in quality improvement work including running social media for the practice