A decorative element at the top of the page consisting of a series of connected, wavy lines in blue and black, resembling a stylized cloud or horizon line.

PATIENT EXPERIENCE EBOOK

A green rectangular box with a black outline, containing the text 'CHAPTER 2'.

CHAPTER 2

2021–2023



OUR IMPROVEMENT JOURNEY STARTED....

WE LISTENED
and we used what
we have been told
to improve!

CHAPTER 1
2019 - 2021

CAUTION
AHEAD

we will
ALWAYS
listen to
improve!

our Journey continues...

...into 2021-2023

but there's been
A FEW BUMPS
in the road...

new ideas needed

**BRAIN
STORM**

VISITING
RESTRICTIONS

WORK
RESTRICTIONS

LISTENING
EVENTS
POSTPONED

OUTPATIENT
APPOINTMENTS
CANCELLED

**CORONA
VIRUS**

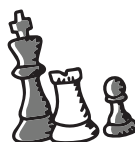
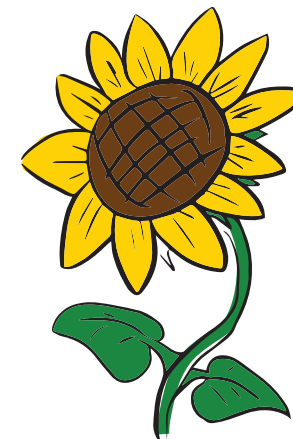
TELEPHONE
APPOINTMENTS
TESTED

COMMUNICATION
CHALLENGES

#NoGoingBack



WE HAD TO THINK AND WORK DIFFERENTLY USING
VIRTUAL MEETINGS AND **SOCIAL MEDIA** TO CO DESIGN
OUR NEW LOOK AND EASILY ACCESSIBLE PASSPORTS!



keep up the
good work



WIDGET System
introduced



Redesigned
passports



...continuing to support...



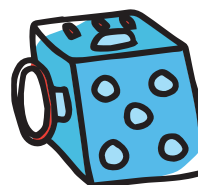
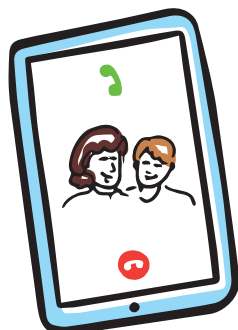
Pagers now in
emergency care
settings

DEEP

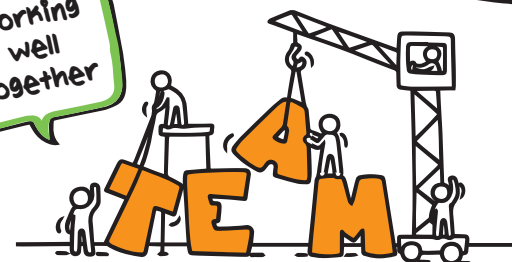
DEEP



Smart Tablets stock
increased and widely
available to improve
communication



More sensory
aids available



OUR JOURNEY CONTINUES...

AND WE CONTINUE TO LISTEN



Head first
into 2022



Sunflower
Scheme
Implemented



...to help us improve...

...and listen to you...



Sign Language
access



Making
Reasonable
Adjustments



- o Quiet spaces
- o Video interpreter
- o Sign Live
- o Changing Rooms
- o Improved accessibility



Improved communication
using social media and
Improved website



@Pumbt

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TO BE
CONTINUED

2021...

