

Outstanding Care,
Compassionate People,
Healthier Communities



Sherwood Forest Hospitals
NHS Foundation Trust

Elevating Every Moment: A Comprehensive Patient Experience Strategy

2025-2029





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Introduction

The Patient Experience Strategy for Sherwood Forest Hospitals NHS Foundation Trust is designed to be both ambitious and practical, reflecting the Trust's vision to deliver outstanding care to every patient, every day.

Rooted in our overarching strategy, this document weaves together our Trust's core values, the principles of the NM&AHP Strategy, and the unwavering pursuit of quality as articulated in our Patient Safety & Quality Strategy. It also draws on contemporary best practices, with a focus on tackling health inequalities, amplifying the patient voice, and embedding co-production at every level.

At SFH, our ambition is to continue advancing on this improvement journey by working closely with patients, families, and carers. Through meaningful engagement activities, we aim to shape the future of our services together, ensuring they reflect the needs, aspirations, and lived experiences of our community.

The Government's 10-Year Health Plan sets out a bold vision for transforming health and care services across the country, with a focus on prevention, integration, and personalisation. SFH's Patient Experience Strategy directly aligns with these aims, ensuring that our improvement journey is consistent with national priorities.



Foreword

Phil Bolton, *Executive Chief Nurse*

I am proud to be able to introduce your new patient experience strategy, this has been codesigned with our patients, relatives, carers and staff.

The Governments 10-year plan which makes a clear statement and commitment to put power in our patients' hands. At SFHT we are committed to working with our patients, families and communities to ensure that the services we offer are accessible, fit for purpose and are delivering safe effective care. To deliver excellent care this requires the experience of our patient's, carer and families to be considered and embedded in the leadership, culture and processes within the trust. Everyone in the trust involved in the patients journey is responsible for our patients' experiences.

By using this strategy I am committed to ensure we listen and work with you taking a continuous improvement approach with the commitment to always want to do better and improve the care we provide.



Phil Bolton
Chief Nurse

Our ICS shared vision

Our Vision:

Every person will enjoy their best possible health and wellbeing

1. Improve outcomes in population health and healthcare

2. Tackle inequalities in outcomes, experiences and access

3. Enhance productivity and value for money

4. Support broader social and economic development

Prevention is better than cure

Equality in everything

Integration by default

System Quality Priorities

Actively support improvements for quality with the system (linked to National Oversight Framework and National Quality Board policies)

Improve health and well-being for people with a learning disability and or autism

Focus on improving access to, and quality of, maternity services (LMNS transformation programme, National Maternity Safety Improvement, Saving Babies Lives initiatives)

Ensure we are protecting the most vulnerable

Ensure that the system provides quality support to those who experience mental ill-health

Ensure an integrated approach to supporting children and young people between health and the local authority, improving access to and experiences of our services.

The Trust Key Priorities

Our Vision:

Outstanding Care, Compassionate people, Healthier communities

Aims



Key Priorities



Enabling Strategies & Frameworks



Elevating Every Moment

Executive Summary

Sherwood Forest Hospitals NHS Foundation Trust (SFH) is proud of the continuous improvements in patient care aligning with National, Regional and Local visions. This executive summary outlines a strategic approach to improving healthcare delivery by fostering positive patient and staff experiences, promoting engagement, and involving key stakeholders in service development. The focus is on creating an inclusive, motivating, and empowered environment for both staff and patients, leading to better care outcomes and higher staff satisfaction. In alignment with the government's 10-year Health plan, this strategy places strong emphasis on patient experience and active participation.

Our Ambition

Our ambition is clear: We strive to build healthier lives and foster a future where those we serve enjoy not only better health but also brighter prospects. SFH is uniquely positioned to influence future health outcomes by engaging patients and the wider community as active partners in the co-design of our services and improvements. We are committed to making it easier for the voices of our patients and communities to be heard and to actively influence the way care is delivered.

This strategy is closely aligned with:

- Sherwood Forest Hospitals Trust Strategy: Delivering outstanding care and improving health outcomes for all our communities through partnership, learning, and innovation.
- NM& AHP strategy: Prioritising compassionate care, professional development, and patient empowerment.
- Patient Safety & Quality strategy: Embedding safety, continual improvement, and evidence-based practice.
- The government's 10-Year Health Plan: Placing patient experience and meaningful involvement at the heart of service transformation, ensuring patient voices lead to tangible improvements across the decade.

Key Objectives

1. Empowerment and Partnership: Empowering patients, carers, and staff to co-design services and share responsibility for health outcomes.
2. Consider lived experiences of patients, carers, and families: Actively valuing the experiences of patients, carers, and families to inform care.
3. Communication: Building connections through effective communication
4. Equity and Access: Ensuring fair and inclusive access to care for all, addressing disparities and promoting equality.
5. Positive Experience and Early Resolution: Delivering a positive care journey, with systems in place for early resolution.
6. Continuous Learning and System Collaboration: Fostering a culture of learning, innovation, and collaboration both within SFH and across the wider health system.

By integrating the principles of the government's 10-year Health plan, this strategy ensures that patient experience and involvement remain central to all that we do – enabling transformative change and ensuring that services adapt to the evolving needs of our communities.

Strategic Objectives

Strategy measure	We will deliver it by
Empowerment and Partnership: Empower patients, families, carers, and frontline staff to become active partners in designing and improving care services.	Patients, carers, and staff will be visibly involved in every stage, from idea generation to implementation and evaluation. To achieve this, we will: • Conduct regular patient forums, ensuring patients and colleagues collaborate equally on projects. • Active participation of patient safety partners, governors, and lived experience representatives in all relevant forums. • Develop, roll out and embed the “Triangle of Care” which We will continue to improve the involvement of carers and families in patients’ care planning and treatment.
We believe the lived experiences of patients, carers, and families are invaluable in guiding service design and delivery.	• Promote patient stories and lived experience case studies throughout the organisation. • Incorporate lived experience representatives into project teams and governance structures. • Use these perspectives to challenge assumptions and drive innovation. • Embedding innovative approaches such as “Coffee & Connect” sessions, dementia forums, and lived experience panels into our regular activities.
Communication – Building connections through effective communication.	Developing and embedding a Communications Charter. • We will introduce a robust Communications Charter, co-developed with patients, carers, and staff, to set out shared expectations and standards for respectful, open, and timely communication. • The Charter will include commitments to accessible information, cultural sensitivity, and the use of clear, jargon-free language. • This Charter will be integral to the induction and ongoing training of all staff, reinforcing our organisational values and helping to create a culture of transparency and trust.
Equity and Access: Tackle health inequalities in outcomes, experiences, and access, ensuring fair treatment for all, regardless of background or circumstance.	• Health inequalities persist across the population, but we are determined to address them by: • Reduction in health inequalities, evidenced by improved outcomes and experiences among under-served groups.
Integration – Government 10-Year Health Plan.	• Embed empowerment, partnership, and equity into all aspects of service design and delivery over the next decade, making lived experience a central part of every process. • Monitor and evaluate progress regularly to ensure strategies remain effective and responsive to community needs.

Strategic Objectives continued

Strategy measure	We will deliver it by
Positive Experience and Early Resolution: Create mechanisms for early identification and resolution of concerns, with a focus on increasing positive feedback year-on-year through surveys and face-to-face forums.	- Enhanced satisfaction and early resolution of concerns, tracked through feedback and complaint data. - Year-on-year increase in positive feedback through mechanisms such as 'Friends and Family' surveys and face-to-face forums.
Continuous Learning and System Collaboration: Foster a culture of continuous improvement, leveraging partnerships with system collaborators, voluntary sector groups, and charities	- Documented engagement with the voluntary sector, system partners, and charities, with tangible results in service development and delivery. - Participate actively in Integrated Care System (ICS) projects and cross-boundary pathway initiatives.

Commitments and Charter

The Patient Experience Charter, sets out the commitments we make to our patients, carers, and staff. Our pledges are to:

- Treat every person with dignity, respect, and compassion.
- Listen, act, and respond to what matters most to patients and families.
- Learn from all feedback – positive and negative.
- Address health inequalities proactively and systematically.
- Value and involve patients as equal partners in their care.

Our commitments support the Government's 10 Year Health Plan to enhance healthcare and patient experience.

Governance and Accountability

We will ensure robust governance and accountability at every step by:

- Establishing a Patient and Community Engagement group or committee, reporting regularly to senior leadership and the board of governors.
- Publishing transparent engagement and improvement reports, accessible to all stakeholders.
- Reviewing progress quarterly, adapting strategies in response to changing needs and feedback.

Sustaining Our Improvement Journey

Advancement is not a destination, but a perpetual journey. By embedding principles of co-design, transparency, equity, and continuous learning, SFH will remain at the forefront of patient-centred improvement. Our legacy will be one of healthier lives, stronger communities, and a future shaped together with those we serve.

This strategic plan provides a clear roadmap for realising our ambition: to make SFH a beacon of partnership, innovation, and outstanding care. Through collaboration, empathy, and action, we will ensure the best possible outcomes for patients, families, carers, and our entire community.

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