



If you've answered "Yes" to any of these questions, you could be a FAB Experience Champion for your area!

We see our FAB Experience Champions (there for our patients, their families or carers) being champions as well as empowering staff to drive forward positive patient experiences by listening, learning, responding to feedback and helping others to do the same.

FAB Experience Champions will:

- ◆ To champion all patient experience data received into the trust for their specific ward/department including Friends & Family Test, Care Opinion stories, PALS, complaints, compliments and national survey results (where applicable) etc
- ◆ Understand how to use the Envoy FFT dashboard and Care Opinion website for analysing patient feedback
- ◆ Establish a staff resource folder
- ◆ Download FFT service reports, Care Opinion stories, ward board posters etc
- ◆ Keep team members aware of current patient experience trends locally and nationally
- ◆ Assist in responding to Care Opinion stories
- ◆ Ensure ward/department's patient experience data is shared with all staff and patients
- ◆ Promote the use of patient and carer feedback to make positive changes to the experiences of patients, families and carers
- ◆ Support and actively promote the Academy of FAB Stuff
- ◆ Ensure the needs of carers are identified and supported. Updating carers on the Caring for Carers badge and to the external support available from Carers First.
- ◆ Liaison with the patient experience team.
- ◆ Sign ward/department up to Every-One's Carers Quality Award (its not just for clinical areas)

Who can be a Champion?

A FAB Experience Champion needs to be someone with a passion and an energy for getting involved with and promoting and supporting the patient experience agenda.

It can be anyone of any role; it can be a clinician or administrator – the essence is being outgoing and approachable and being recognised within the directorate as the champion for patient experience.

What are the advantages to being a FAB Experience Champion?

- ◆ Personal and professional development in terms of understanding and appreciating the significant patient experience agenda.
- ◆ Opportunity for 1:1 and group training from the patient experience team on national, regional and local patient experience data and initiatives.
- ◆ The ability to network and provide and receive support from other champions across the Trust.
- ◆ Regular FAB Experience Champion meetings (bimonthly), newsletters and What's App group
- ◆ Resource folder
- ◆ Ward accreditation metric
- ◆ Training framework
- ◆ Protected time!

Where can I find out more?

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