

**Awards Scheme**

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| **Bronze award** |
|  | **Evidence** | **Date** | **Champion signature** | **Line Manager signature** |
| * Set up ward/department patient experience folder
 |  |  |  |  |
| * Create a patient experience display board – FFT, Care Opinion, Compliments
 |  |  |  |  |
| **Friends and Family Test**  |
| * Register on FFT Envoy dashboard, download monthly service reports, received FFT alerts when patients do not recommend
 |  |  |  |  |
| * Monthly You Said We did poster clearly displayed and current
* FFT data is visibly displayed each month
 |  |  |  |  |
| **Care Opinion** |
| * Sign up to receive alerts
 |  |  |  |  |
| * Care Opinion webinar bite size sessions undertaken:
	+ How to generate stories
	+ How to respond and demonstrate impact
	+ How to generate reports and visualisations
	+ Promote Care Opinion to patients and visitors
 |  |  |  |  |
| * Respond to 4 stories relevant to your local ward/department
 |  |  |  |  |
| **Academy of FAB Stuff** |
| * Sign up and received newsletters
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| **PALS & Complaints**  |
| * Understanding of key themes within the department/division
* Frequently interrogate data in SUPERB dashboard
 |  |  |  |  |
| **Counting Compliments**  |
| * Routinely collect & submit Counting Compliments data
 |  |  |  |  |
| **Carers**  |
| * Sign ward/department up to Every-One’s Carers Quality Award (its not just for clinical areas)
 |  |  |  |  |
| * Develop a patient experience action plan with collaboration with your colleagues using FFT, PALS, complaints and patient surveys (national & local)
 |  |  |  |  |
|  | Date of Patient Experience Team to review evidence:Signed Outcome:  |
| **Silver award** |
| * Organise a local patient experience quality improvement/initiative based on feedback received
 |  |  |  |  |
| * Quality Improvement programme – complete the programme
 |  |  |  |  |
|  | Date of Patient Experience Team to review evidence:Signed Outcome:  |

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| **Gold Award** Shout loud and proud about the project……..  |
| * Present it to Patient Experience Group and/or Trust Board
 |  |  |  |  |
| * Share QI project on the Academy of FAB Stuff
 |  |  |  |  |
| * Write a blog?
 |  |  |  |  |
| * Organise a local patient experience quality improvement/initiative based on feedback received
 |  |  |  |  |
| * Achieve Every-One’s Carers Quality Award accreditation
 |  |  |  |  |
|  | Date of Patient Experience Team to review evidence:Signed Outcome:  |