

**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: | | | |