Dear Colleagues,

We know that a positive experience of care for patients and carers is essential to good health outcomes, system productivity and patient safety. However, we recognise that often experience of care is not viewed as a key priority by healthcare providers. The Patient Experience Team in the Department of Health and Social Care are conducting a piece of work to bring together evidence which clearly demonstrates the impact that improved experience can have on safety, outcomes and productivity.

The aim of this work is to clearly evidence how better experience of care benefits people’s health and the healthcare system. We will share our findings once the work is complete.

We would like to evidence case studies of interventions taken to improve experience of care which have resulted in improvements in health outcomes, productivity or patient safety. We would be grateful for your support in identifying examples of qualitative and/or quantitative evidence where improved experience has led to wider benefits.

To keep this research focussed, we are focussing this work on the following four areas:

* Communication and administration
* Person-centred care
* Organisational culture, staff and leadership
* Involvement and engagement

**Are you aware of any experience improvement interventions that have led to an improvement one or more of the following:**

* Health outcomes (for example: improved clinical indicators, faster discharges, reduced readmissions)
* Productivity (for example: reduced healthcare costs, reduced missed appointments, workforce time saved, improved staff morale)
* Patient safety (for example: reduced medical errors, reduced harm, reduced ‘Never Events’)

**As a patient or carer, have you had a positive experience in any of the above areas which has led to an improvement in your health, wellbeing or safety?**

We also welcome evidenced examples where poor experience of care has negatively impacted on the above.

We would be grateful if you could send information about the intervention(s) and the impact it has had to [Fatima.Anwar@dhsc.gov.uk](mailto:Fatima.Anwar@dhsc.gov.uk) and [Reece.Woolley@dhsc.gov.uk](mailto:Reece.Woolley@dhsc.gov.uk) by **Monday 18th August 2025** (earlier responses welcomed). We also welcome multiple submissions.

For ease, we have set out a template below which you may wish to use. Please feel free to attach any supplementary information/evidence as required.

If you would prefer to discuss the work you have done over a call, please let us know by emailing the address above and we can arrange this.

Thank you for your support.

///

**Template**

|  |  |  |
| --- | --- | --- |
| **Theme**  What theme(s) is this linked to? *(delete as appropriate)* | ***Communication and administration***  ***Person-centred care***  ***Organisational culture, staff and leadership***  ***Involvement and engagement*** | |
| **Context**  What is the background to the intervention – what was it trying to change or fix? |  | |
| **Intervention**  What action was taken, who was involved and what was the process? |  | |
| **Impact**  What is the evidence/data that show impact? *(complete as appropriate)* | **Health outcomes** |  |
| **Productivity** |  |
| **Safety** |  |