

What to do next if you want to tell us your story

Contact the Patient Experience Team on the details below. They will be able to give you further information and arrange for you to tell your story.

Anna Morris
Lead Nurse for Patient Experience and Engagement

anna.morris@aintree.nhs.uk

Tel: 0151 529 8624

Karen Davies
Patient Experience Manager

karen.davies@aintree.nhs.uk

Tel: 0151 529 8142

Patient Stories

Service user and carer experience feedback

CG APPROVED ★



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please:

0151 529 2906
listening@aintree.nhs.uk

Aintree University Hospital NHS Foundation Trust is not responsible for the content of any material referenced in this leaflet that has not been produced and approved by the Trust.

Lead Authors: Anna Morris, Karen Davies

Date Developed: April 2016

Issue Date: April 2016

Review Date: April 2019

Reference Number: 1826

Version Number: 1

What are patient stories?

Patient stories are a way of gaining valuable feedback into the quality of care we provide at Aintree.

Stories can be told by patients, their relatives or carers.

Benefits of telling your story

Telling us your story will help us to learn about what we do well and what we need to improve.

We can use your stories to ensure that services are designed and organised around your needs and preferences.

What will happen if you agree to be involved?

A member of the Patient Experience Team will contact you and arrange to meet with you at a time and place convenient for you.

They will listen whilst you tell your story and they might ask questions to help them understand how your experience has been.

Some people choose to write their story themselves and then send it to the Patient Experience Team via email.

When you are telling your story, it will be recorded on a disc and you can have a copy if you wish. This recording will then be used to write up the points in your story.

A copy of your story will be shared with you to check it is right before the information is shared across the Trust.

Gaining Consent

You will be asked to give your consent for how we use your story and how we record your story.

Stories can be provided anonymously and you can withdraw your consent at any time without it affecting your care.

How will my story be used?

Stories are held on the Trusts internal website so they are available for all staff to share during meetings or to use for training and learning purposes.

Sometimes issues are raised during story telling that require action to be taken.

In these circumstances, the issue will be shared with the appropriate person.