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
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Tel: 0151 529 8142







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

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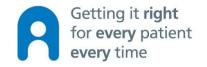
Patient Stories

Service user and carer experience feedback



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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.