

FROM FEEDBACK TO BOARDROOM

**Embedding patient experience at the heart of
organisational governance**

A journey of listening, learning, accountability and improvement

1

2

3

4

5

6

Two trusts. One ambition.

Integration in 2022 gave us the opportunity to redesign how experience was led and governed.

FRAGMENTED Different approaches and no single strategic framework

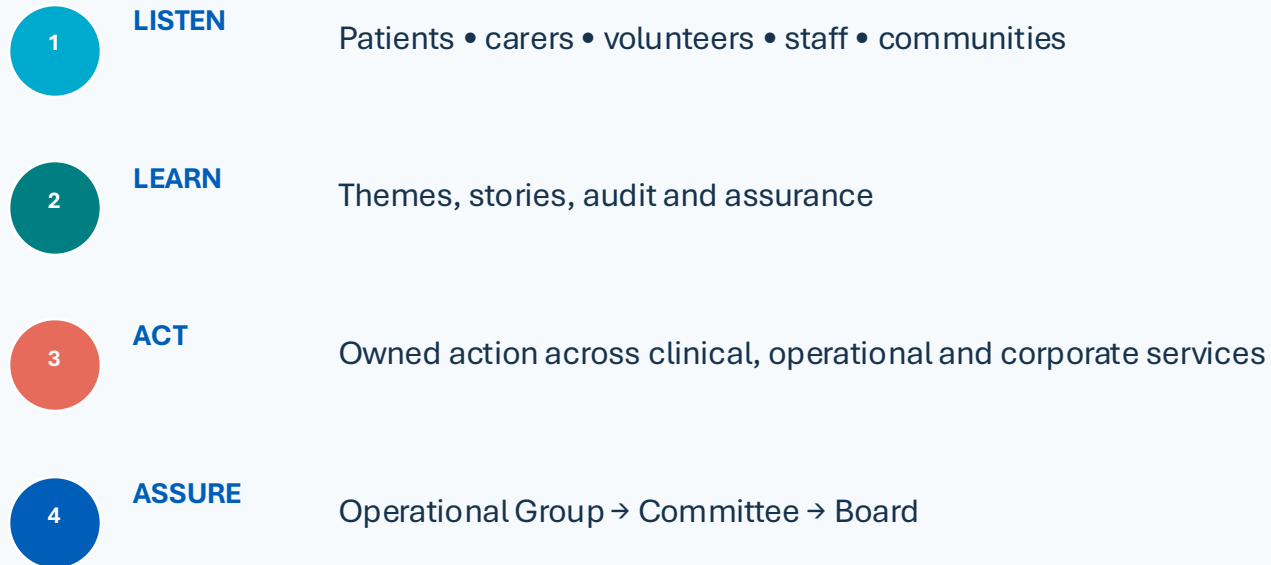
TRANSFORM Move beyond gathering feedback to acting on it

ELEVATE Position experience alongside quality, safety and performance



A governance route for every voice

From frontline services to Board level, experience now has a clear route to influence decisions.



Key structures

Patient Experience Committee | Patient Experience Operational Group | Volunteering Steering Group | Volunteer Connect | Board patient stories



THE IMPACT

Evidence that the model works: Volunteering

Growth, assurance and organisational firsts, delivered together.

480

active volunteers
up from 150

37,000+

volunteer hours
contributed annually

100%

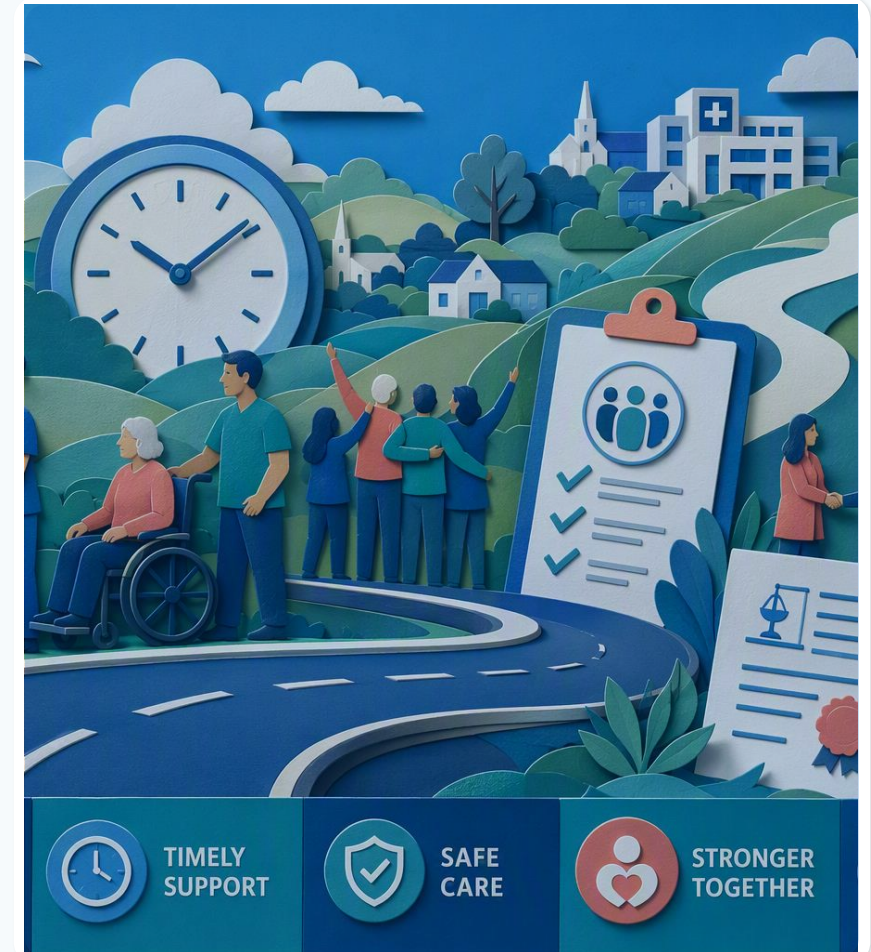
DBS compliance
safe growth

85%+

mandatory training
compliance

ORGANISATIONAL FIRSTS

Patient Experience Strategy • Volunteering Strategy • Patient Communications Policy • Interpretation & Translation Policy • Health & Care Information Policy



1

2

3

4

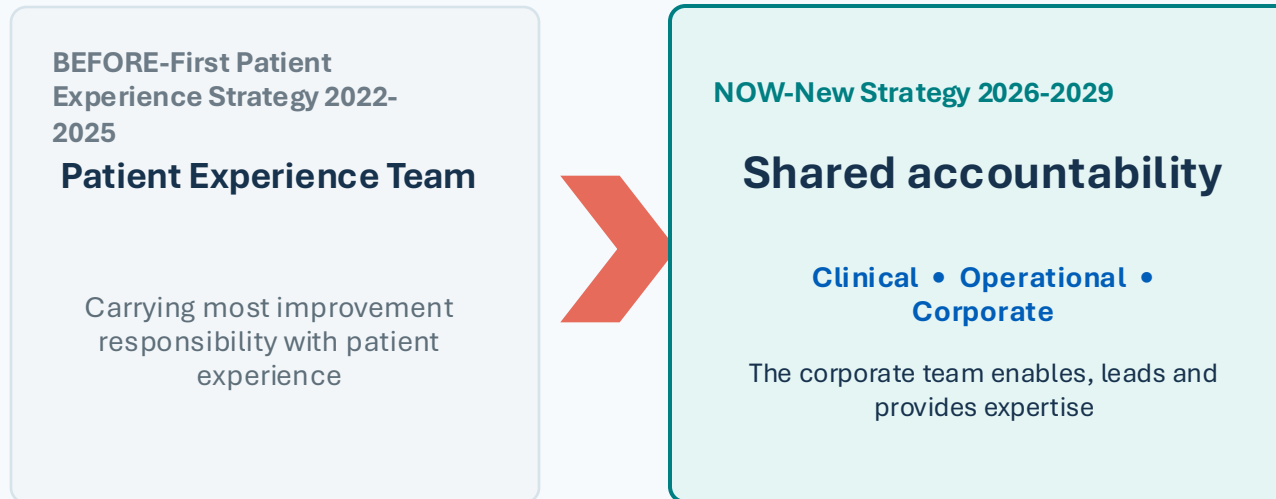
5

6

THE SHIFT

From ownership by a team to ownership by the Trust

Patient experience is now mainstream business, not a specialist add-on.



Sustained through strategy, policy, audit, feedback, annual reporting and patient stories



THE DESTINATION

Patient voice at the heart of every decision

A practical, scalable model with impact across Royal Devon,
Devon and the wider NHS.

Strong leadership • Meaningful involvement • Robust governance • Shared accountability

1

2

3

4

5

6