

NATIONAL INSTITUTE FOR HEALTH AND CLINICAL EXCELLENCE

SCOPE

1 Title

Patient experience in adult NHS services: improving the experience of care for people using adult NHS services

1.1 Short title

Patient experience in generic terms

2 Introduction

2.1 Guidance

This guidance will make recommendations on the appropriate treatment and care of people within the NHS. The recommendations are based on the best available evidence.

This scope defines what the guidance will (and will not) examine, and what the guidance developers will consider. The scope is based on the referral from the Department of Health.

2.2 Quality standards

Quality standards are a set of specific, concise quality statements and measures that act as markers of high-quality, cost-effective patient care, covering the treatment and prevention of different diseases and conditions.

For this topic a NICE quality standard will be produced based on the guidance recommendations. The guidance and the quality standard will be published at the same time.

This scope defines the areas of care for which specific quality statements and measures will (and will not) be developed.

3 The remit

The Department of Health has asked NICE: 'to produce a quality standard and guidance on patient experience in generic terms'.

4 Need for guidance

4.1 Background

- a) Over the past few years several documents and initiatives have highlighted the importance of the patient's experience and the need to focus on improving these experiences where possible.
- Lord Darzi's report 'High quality care for all' (2008) highlighted the importance of the entire patient experience within the NHS, ensuring people are treated with compassion, dignity and respect within a clean, safe and well-managed environment.
 - The development of the NHS Constitution (2009) was one of several recommendations from Lord Darzi's report. The Constitution describes the purpose, principles and values of the NHS and illustrates what staff, patients and the public can expect from the service. Since the Health Act came into force in January 2010, service providers and commissioners of NHS care have had a legal obligation to take the Constitution into account in all their decisions and actions.
- b) The King's Fund charitable foundation has developed a comprehensive policy resource – 'Seeing the person in the patient: the point of care review paper' (2008).
- c) National initiatives aimed at improving patients' experience of healthcare include NHS Choices, a comprehensive information service that helps people to manage their healthcare and provides

patients and carers with information and choice about their care. Local initiatives, such as patient advice and liaison services (PALS), have also been introduced.

- d) Despite these initiatives, there is evidence to suggest that further work is needed to deliver the best possible experience for patients who use NHS services.
- e) High quality care should be clinically effective, safe and be provided in a way that ensures the patient has the best possible experience of care. This guidance, and the quality standard that will be developed from it, will aim to ensure that patients have the best possible experience of care from the NHS.

4.2 *Current practice*

- a) Current practice varies across all healthcare settings.

5 The guidance and quality standard

The guidance and quality standard will outline a level of service that people using the NHS should expect to receive. It is recognised that some people or groups may have had poor experiences of healthcare and need additional consideration in the delivery of high quality care (for example, because of their age, disability, race, religion or belief). The specific needs of such people or groups will not be addressed within this guidance and quality standard but the principles may be of use in local strategies to narrow inequalities in patient experience.

5.1 *Population*

5.1.1 Groups that will be covered

- a) People who use adult NHS services.

5.1.2 Groups that will not be covered

- a) People using NHS services for mental health.

- b) Carers of people using NHS services. The guidance and quality standard will examine the role of carers in the experience of people using NHS services but will not address carers' experiences of services.

5.2 Healthcare setting

- a) All settings in which NHS care is provided, except mental health care.

5.3 Objectives

- a) Develop recommendations and quality standards to provide a framework that describes the key requirements for providing a high quality patient experience within the NHS. We do not expect the guidance to make recommendations on all elements of the framework.
- b) Identify quality measures that set the expected degree of achievement. The NICE Quality Standards team will be responsible for the development of the quality measures.
- c) Identify key areas for further research that are likely to improve our understanding of how to measure and improve the experience of care within the NHS.

5.4 Methods

- a) The National Clinical Guidelines Centre will develop a framework of patient experience in the NHS.
- b) A number of frameworks and reviews of frameworks already exist, developed and tested through differing approaches. The principles of these frameworks will be considered but a comparison will not be made between them.
- c) The Guideline Development Group will consider these frameworks and their common themes, and agree a list of key themes from

which recommendations will be developed. The quality standards will be framed by these recommendations. This process will be informed by the information gathered in 4.4 e and f.

- d) NICE will also use the framework to develop quality measures.
- e) A high level literature review will be conducted to identify and synthesise qualitative and quantitative studies that have examined patient experience and interventions to improve it.
- f) NICE clinical guidelines and public health guidance published in the past 3 years will be reviewed to identify questions, evidence reviews and recommendations that the Guideline Development Groups considered important for improving patient experience.
- g) The GDG will identify themes that underpin the experience of care for which quality standards will be developed. Statements will be developed to describe these themes. It is likely that these themes will already have been covered by recommendations in existing NICE guidelines, and will be ones for which there is an evidence base to inform quality standards. The GDG will choose areas for which the NCGC will develop reviews to inform quality standards.
- h) Stakeholders will be invited to comment on the draft recommendations and quality standard through a formal consultation.

5.5 *Economic aspects*

Developers will take into account both the clinical and cost effectiveness of interventions. If interventions are identified that may improve patient experience, a cost impact analysis will be undertaken.

If there is sufficient evidence to offer a choice between alternative interventions, then a cost effectiveness analysis will be undertaken using existing NICE methods. The preferred unit of effectiveness for this will be the

quality-adjusted life year (QALY), and the costs considered will usually be only from an NHS and personal social services (PSS) perspective.

5.6 Status

5.6.1 Scope

This is the final scope.

5.6.2 Timing

The development of guidance recommendations will begin in January 2011. There will be six guidance meetings. Publication of the guidance and quality standard is expected in October 2011.

6 Related NICE guidance

NICE is currently developing the following related guidance (details available from the NICE website):

- Service user experience in adult mental health. NICE guidance and quality standard. Publication expected October 2011.