

Experience of Care Guidance and Articles



A holistic framework for patient experience: 5P model (International Journal of Pharmaceutical and Healthcare Marketing, 2021)

<http://www.emeraldinsight.com/doi/10.1108/IJPHM-05-2020-0042>

Can person-centred care for people living with dementia be delivered in the acute care setting? (Age and Ageing, 2021)

<https://pexlib.net/?230242>

Co-designing new tools for collecting, analysing and presenting patient experience data in NHS services: working in partnership with patients and carers (Research Involvement and Engagement, 2021)

<https://doaj.org/article/882ea802c14642c1825dc9077930c7af>

Defining patient communication needs during hospitalization to improve patient experience and health literacy (BMC Health Services Research, 2020)

https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7035644/pdf/12913_2020_Article_4991.pdf

How well do we do what we do, and how do we know it? The importance of patient-reported experience measures in assessing our patients' experience of care (Canadian Journal of Surgery, 2019)

<https://search.ebscohost.com/login.aspx?direct=true&AuthType=sso&db=edsgih&AN=edsgcl.572716720&site=eds-live&custid=ns124597>

Identifying and encouraging high-quality healthcare: an analysis of the content and aims of patient letters of compliment (BMJ Quality and Safety, 2020)

<https://pexlib.net/?226307>

Patient experience in adult NHS services: improving the experience of care for people using adult NHS services (NICE, 2021)

<https://www.nice.org.uk/guidance/cg138/resources/patient-experience-in-adult-nhs-services-improving-the-experience-of-care-for-people-using-adult-nhs-services-pdf-35109517087429>

Patient feedback: Listening and responding to patient voices (Patient Experience Journal, 2020)

<https://pxjournal.org/cgi/viewcontent.cgi?article=1370&context=journal>

Person-centred care and measurement: The more one sees, the better one knows where to look (Journal of Health Services Research and Policy, 2022)

<https://pexlib.net/?234489>

Reexamining "Defining Patient Experience": The human experience in healthcare (Patient Experience Journal, 2021)

<https://doaj.org/article/b709486fd7b644b7b617ba4663bb0306>

The importance of power, context and agency in improving patient experience through a patient and family centred care approach (Health Research Policy and Systems, 2020)

<https://health-policy-systems.biomedcentral.com/track/pdf/10.1186/s12961-019-0487-1.pdf>

The relationship between healthcare service provision models and patient experience (Journal of Health Organization and Management, 2021)

<http://www.emeraldinsight.com/doi/10.1108/JHOM-06-2021-0242>

Using design-thinking to investigate and improve patient experience (Patient Experience Journal, 2021)

<https://doaj.org/article/0079def3c37a4ff0afd56c35a6372e79>

What does the patient have to say? Valuing the patient experience to improve the patient journey (BMC Health Services Research, 2021)

<https://search.ebscohost.com/login.aspx?direct=true&AuthType=sso&db=cin20&AN=149847839&site=eds-live&custid=ns124597>

What does the patient have to say? Valuing the patient experience to improve the patient journey (BMC Health Services Research, 2021)

<https://doaj.org/article/9eab119434ba4d67b59fb1257573878c>