

Information for Patients

Patient Stories



What is a 'patient story'?

A patient story is a person sharing their experience of when they stayed in hospital, or used one of its services. It is told by you, in your own words, and allows us to gain a better understanding of what was important to you. The story may explain what was good or bad about your care, and what could be done to improve future experience.

Why do we capture patient stories?

Patient stories allow us to use the patient voice as a way to learn and improve our services. They provide a detailed picture of what the patient experienced at different points in their time in hospital and help us put ourselves in the patient's shoes by focusing on what matters most to them.

Patient stories help us build a picture of what it is like to be a patient or use services at The Shrewsbury and Telford Hospital NHS Trust.

How are patient stories recorded?

Patient stories can be written, filmed or audio recorded and put together with images. The person sharing their story can remain as anonymous as they choose.

You can record and submit your own patient story through the Feedback Hub on our website. We can also arrange for your patient story to be recorded in one of our hospitals. Patient stories can be shared face-to-face, giving us the opportunity to ask for more information and to help us understand where improvements can be made. Please contact the Patient Experience Team for further details.

Where are patient stories shared?

Patient stories can be anonymously shared in the following ways:

- With staff at The Shrewsbury and Telford Hospital NHS Trust to learn from your feedback;
- With staff from other organisations who were involved in your care or who we work closely with;
- As part of meetings such as Trust Board (a monthly meeting which discusses important issues and is responsible for setting the direction of our trust, by reviewing how we are doing at the moment and making plans for the future);
- With patients and members of the public through our website, social media and annual report.

We will not share anything without consent from the storyteller.

How are patient stories stored?

Patient stories are securely stored by the Patient Experience Team. They are not included in the patient's medical records and it will not affect any future care or involvement they have with the Trust. Patients can ask us, at anytime, to stop sharing or to delete their patient story by contacting the Patient Experience Team.

How to contact the Patient Experience Team:

Email: sath.patientexperience@nhs.net

Telephone: 01743 261000 ext. 3032

Post: Patient Experience Team, Flat 1, Stretton House, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ

Further information is available from:



Feedback

We appreciate and encourage feedback which can be shared in a number of ways through the hospital website. Scan the QR code to give feedback. <https://www.sath.nhs.uk/patients-visitors/feedback/>

Patient Advice and Liaison Service (PALS)

PALS will act on your behalf when handling patient and family concerns, they can also help you get support from other local or national agencies. PALS, is a confidential service.

Royal Shrewsbury Hospital, Tel: 0800 783 0057 or 01743 261691

Princess Royal Hospital, Tel: 01952 282888

Other Sources of Information

NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

111 (free from a landline or mobile)

www.nhs.uk

Self Help & Support Groups

A selection of websites providing access to good quality health information, local organisations and community groups is available from the library. www.library.sath.nhs.uk/find/patients/

Information in Other Languages or Formats

If you require this information in a different way such as easy read, a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team;

sath.patientexperience@nhs.net or 01743 261000 ext. 2503.

Website: www.sath.nhs.uk

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