

The Patient Experience Library



Foreword

Why we built the library

“Results and analysis of patient feedback including qualitative information need to be made available to all stakeholders in as near “real time” as possible.”

THE REPORT OF THE FRANCIS INQUIRY, 2013.



We built the **Patient Experience Library** because we wanted to bring patient experience into the light. We could see that a whole series of patient voice organisations were doing a great job but their reports were scattered across hundreds of websites, all designed and structured in different ways. No-one could get a simple overview of the UK’s combined knowledge of patient experience.

We thought we might have a solution. But we are only a small organisation, so it was hard to get people to listen. Unable to spend time pitching for commercial investment or making applications for government funding, we just got cracking. It took us a year to figure out how to get collective intelligence on patient experience all in one place - and then make it instantly accessible.

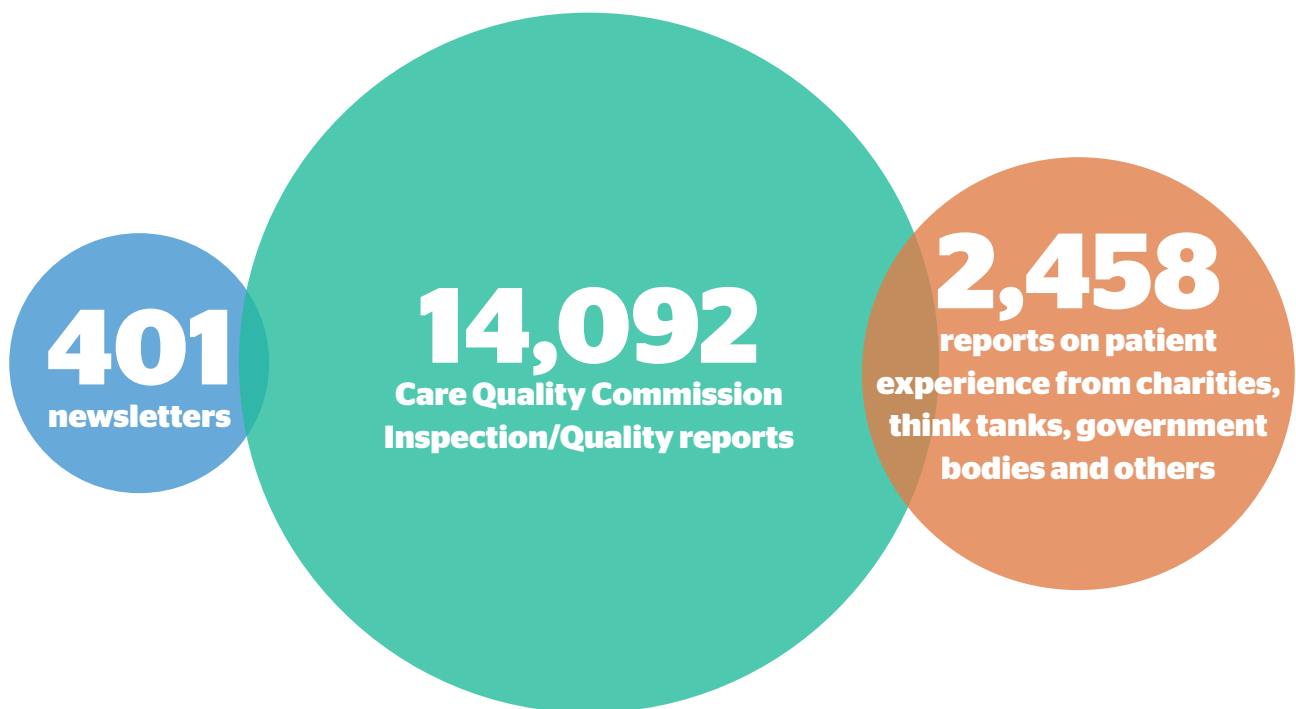
We’re here to make it easy for people to get a patient’s-eye view of service quality. We believe in maximum public access to information, and minimum professional hoarding of knowledge. We’ll keep adding useful stuff to the library so that you can get your hands on it when you need to.

Anthony McQuillan,
Director, Glenstall IT

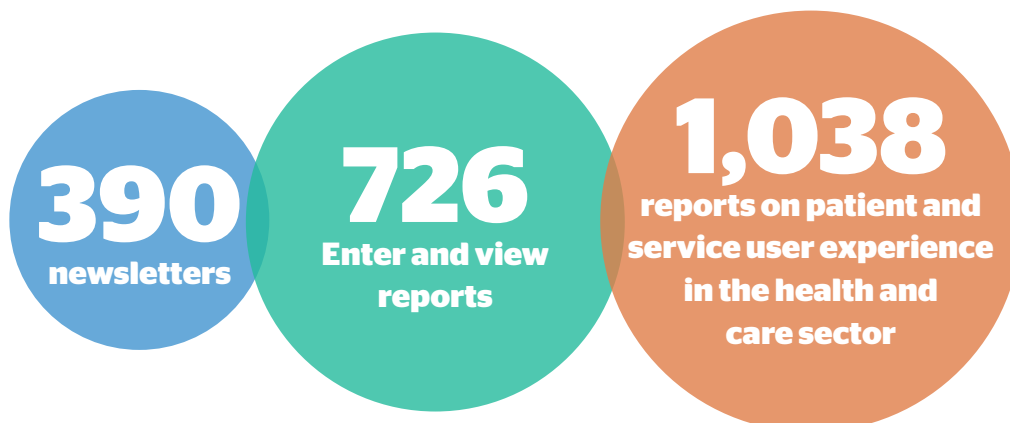
The year at a glance

Patient experience reports published in 2015

16,951 documents were uploaded to the Patient Experience Library in 2015. These were added to the 6,902 documents already in there from previous years. What were they, and where did they come from? A basic breakdown is as follows:



Of these, Healthwatch England and the local Healthwatch network published the following during 2015:

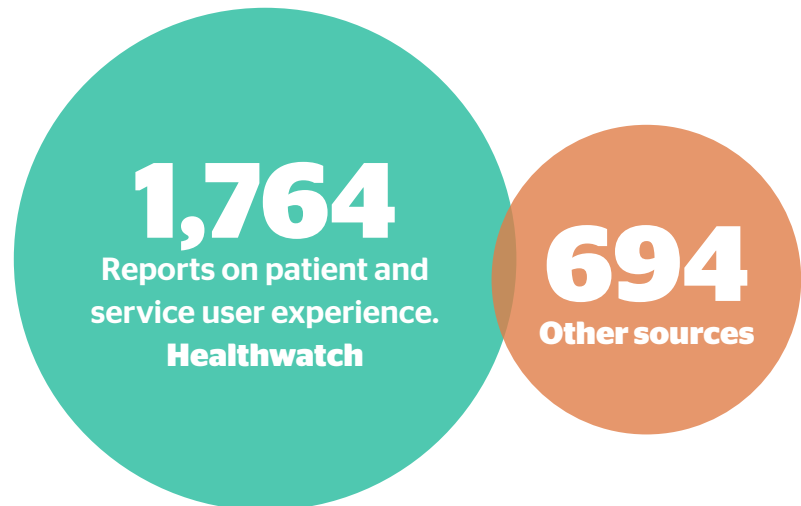


The biggest...

We include CQC reports because some library users like to have an easy way to compare what patients say about a particular service with what the regulator says. We also include newsletters because they can contain patient insights and stories that do not find their way into formal reports.

If you discount newsletters and CQC reports, Healthwatch emerges as the biggest single contributor to knowledge about patient experience in the UK.

healthwatch



... and the best

There is plenty of good stuff coming in from other organisations as well. In 2016, we'll start highlighting what we think are the top titles in patient experience reporting.

Sign up for our [free weekly bulletin](#) to find out more.

By the way...

There's a wealth of intelligence in the library but it is very manageable. A powerful search function takes you straight to the reports you need.

In addition, a **My Library** function enables you to create your own "library within a library" for topics of special interest. You can also use the **Upload** function to place your own reports in the Library and control levels of access.

About the Library

The Patient Experience Library offers a comprehensive overview of the UK's combined knowledge on patient experience. We believe in maximum public access to information.

We trawl hundreds of websites, looking for reports to add to the Library. We upload only those reports that have already been disseminated on the internet in the form of free downloads. We do not include reports that would normally be charged for, or that have clear copyright restrictions.

If you would like us to remove one of your reports from the Library, please let us know. Equally, if you think we have missed one of your reports, and you'd like it added to the Library, please get in touch.

You can contact us at info@patientlibrary.net

Publication listings

Patient experience reports published in 2015 and uploaded to the Patient Experience Library were as shown below. To save space, we have left out newsletters and CQC inspection/quality reports, as well as earlier versions of some reports that have since been updated.

For a fully searchable listing, including reports from previous years, please visit

www.patientlibrary.net

Publisher	Title
2020health	Whole in one
AbbVie	Sustainable healthcare, progress one year on - an update report from the sustainable healthcare steering group
Academy of Medical Royal Colleges	Exercise, The miracle cure and the role of the doctor in promoting it
Accent	How Choice is Working in NHS Adult Hearing Services in England
Age UK	Beyond eligibility
	Briefing, the health and care of older people in England 2015
	Care in Crisis 2014
	Chief Economist's Report
	Choice of accommodation - care homes
	Diversity in older people and access to services - an evidence review
	Loneliness in Later Life, Evidence Review
	Finding care home accommodation
	Gearing up - Housing Associations' responses to tenants with dementia from black and minority ethnic groups
	Healthy Ageing, Evidence Review
	How to resolve problems and make a complaint about social care
	Introduction to the Care Act 2014
	Older people's experience of emergency hospital readmission
	Paying for care in a care home if you have a partner
	Paying for temporary care in a care home
Promising approaches to reducing loneliness and isolation in later life	
Financial Abuse Evidence Review, November 2015	
Ageing (MICRA), Age UK, Age-Friendly Manchester (Manchester City Council), and the Office for Social Responsibility at the University of Manchester	Researching Age-Friendly Communities
All Party Parliamentary Group on Mental Health	Parity in progress?
Alzheimer's Disease International	Women and Dementia, A global research review
	Women and Dementia, A global research review: Summary sheet
Alzheimer's Research UK	Dementia in the family, the impact on carers

Publisher	Title
Alzheimer's Society	Dementia 2015, Aiming higher to transform lives
AQuA	Report on Shared Decision Making and Self-Management Support AQuA Collaborative Programme 2013/14
Association of Directors of Adult Social Services (ADASS) - Care Quality Commission (CQC) - Department of Health - Health Education England (HEE) - Local Government Association (LGA) - NHS England	Transforming Care for People with Learning Disabilities - Next Steps
Barking Havering and Redbridge University Hospitals NHS Trust	Healthwatch Barking and Dagenham - Healthwatch Havering - Healthwatch Redbridge Listening Events Evaluation Report
	Unlocking our Potential, Our Improvement Plan for King George and Queen's hospitals
Barnet, Enfield and Haringey Mental Health Trust	Response to Healthwatch Enfield Report - Improving Services for Deaf Patients in Enfield
Barts Health NHS Trust	Whipps Cross Emergency Department response to Healthwatch report Talking with the homeless community in Waltham Forest, June 2015
Bedford Borough Council	Annual Director of Public Health Report 2014
Better Care Together	The better care together strategy, The future for health and care services in Morecambe Bay
BMJ	Assessing the promise of user involvement in health service development, ethnographic study
Bradford Teaching Hospital NHS Foundation Trust	Response to Healthwatch Report on Bradford Royal Infirmary Accident and Emergency Department
BritainThinks - Age UK	Life Offline - What life is like for older people who don't use the internet
British Geriatrics Society	A call from the British Geriatrics Society to the incoming Government
British Geriatrics Society - Royal College of General Practitioners - Age UK	Fit for Frailty
British Medical Association	National survey of GPs, The future of General Practice 2015, Extract of Findings
British Psychoanalytic Council - UK Council for Psychotherapy	Addressing the deterioration in public psychotherapy provision
British Youth Council	Youth Select Committee 2015: Young People's Mental Health
Buckinghamshire County Council	Health Inequalities for Vulnerable Adults Review
Campaign to End Loneliness	Hidden citizens, how can we identify the most lonely older adults? Executive summary
	Hidden citizens, how can we identify the most lonely older adults? Full report
Care & Repair England	Making the case for integrated, impartial information and advice about housing and care for older people
Care England	Sustainability, innovation and empowerment, a five year vision for the independent social care sector
Care Quality Commission	An Easy Read report of Monitoring the Mental Health Act in 2014/15
	Annual report and accounts 2014/15
	Building on strong foundations
	Business plan April 2015 to March 2016. An update to our three year strategy: Raising Standards, Putting People First, 2013-16
	Celebrating Good Care, Championing Outstanding Care
	Children and young people's inpatient and day case survey 2014

Publisher	Title
Care Quality Commission (continued)	CQC's response to the 2015 Community Mental Health Survey
	Equal measures
	How CQC regulates NHS 111 services: Provider handbook
	Mental Health Crisis Care, Essex Summary Report
	Monitoring the Mental Health Act in 2014/15. Full report.
	Monitoring the Mental Health Act in 2014/15. Summary.
	National children's inpatient and day case survey 2014
	National NHS patient survey programme. 2015 Community Mental Health Survey, Statistical release
	National NHS patient survey programme. 2015 Community Mental Health Survey, Quality and Methodology
	National NHS patient survey programme. Trends in the adult inpatient survey 2005-2014
	National NHS patient survey programme Children and young people's inpatient and day case survey 2014. National Results
	National results from the 2014 Inpatient Survey
	NHS patient survey programme. 2015 survey of women's experiences of maternity care, Statistical Release
	Our plan for working with the public in 2015 and 2016. Easy read
	Our strategy for engaging the public in CQC's work in 2015-2016. Summary
	Regulation 5, Fit and proper persons, Directors
	Review of health services for Children Looked After and Safeguarding in Devon
	Right Here Right Now
	Right Here, Right Now - EASYREAD
	Right Here, Right Now - FULL REPORT
	Right Here, Right Now - SUMMARY REPORT
	Shaping the future
	Technical details - patient survey information. 2014 Inpatient survey
	Technical details - patient survey information. 2015 Community Mental Health Survey
	Technical details - patient survey information. 2015 Maternity Survey
	The future of dental service regulation
	The state of health care and adult social care in England. MENTAL HEALTH
	The state of health care and adult social care in England. ADULT SOCIAL CARE
	The state of health care and adult social care in England. SUMMARY
	The state of health care and adult social care in England. EQUALITY IN HEALTH AND SOCIAL CARE SERVICES
	The state of health care and adult social care in England. PRIMARY MEDICAL SERVICES
	The state of health care and adult social care in England. MAIN REPORT
	The state of health care and adult social care in England. HOSPITALS
Care Quality Commission, Healthwatch	The Care Quality Commission and the Healthwatch network - working together
Carers Trust	Prevent, reduce, delay, are councils meeting their new duties to support unpaid carers?
Carers UK	Care Act 2014 and Carers, Opportunities for Change
	Carers Rights Guide 2016. Wales

Publisher	Title
Carers UK (<i>continued</i>)	Carers Rights Guide 2016. Northern Ireland
	Carers Rights Guide 2016. England
	Carers Rights Guide 2016. Scotland
	Caring and isolation in the workplace
	Caring into later life, local statistics
	Response to a Government consultation on suggested changes to the NHS Constitution
	Spending Review and Autumn Statement: What it means to carers
	State of Caring 2015
	The importance of Carer's Allowance
	Valuing Carers 2015
	Evidence to the House of Lords Select Committee on the Equality Act 2010 and Disability
	Facts about carers - Policy briefing
Carers UK - Age UK	Caring into later life - The growing pressure on older carers
Carnegie UK Trust	Towards a Wellbeing Framework - Findings on the Round Table on Measuring Wellbeing in Northern Ireland
Centre for Economic Performance - London School of Economics	Health, how will the NHS fare in a cold climate?
Centre for Health and the Public Interest (CHPI)	The contracting NHS, can the NHS handle the outsourcing of clinical services?
Centre for Health Economics	The impact of primary care quality on inpatient length of stay for people with dementia, an analysis by discharge destination
	Choosing and booking - and attending? Impact of an electronic booking system on outpatient referrals and non-attendances
	Do patients choose hospitals that improve their health?
	Hospital trusts productivity in the English NHS, uncovering possible drivers of productivity variations
	How fair is your local NHS? Monitoring socioeconomic inequalities in health care for local NHS quality improvement
	Socioeconomic inequality of access to healthcare, does patients' choice explain the gradient? Evidence from the English NHS
Centre for Mental Health	Falling through the gaps - perinatal mental health and general practice
	Improving England's mental health, the first 100 days and beyond
	Investing in children's mental health
Centre for Mental Health, UCL Institute of Education	Children of the new century - Mental health findings from the Millennium Cohort Study
Centre for Research on Ageing	Satisfaction with social care services among South Asian and White British groups
Centre Forum	Open public services - better public services?
	The route to employment, the role of mental health recovery colleges
Centre of Excellence for Information Sharing	Conversations, communication and co-design, engaging local people in information sharing to support health and social care integration
	Information sharing for social care employers
	Integrated digital care records, enabling information sharing
ChildLine	ChildLine Review - What's affected children in April 2014 - March 2015

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Children and Young Peoples Mental Health and Wellbeing Taskforce	'Co-ordinated System' Task and Finish Group Report
	Prevention and Access Task and Finish Group Report
	Data and Standards Task and Finish Group Report
	Vulnerable Groups and Inequalities Task and Finish group Report
Civitas	Supplying the demand for nurses, the need to end the rationing of nurse training places
	Training our NHS health workers, should the UK train more of its staff?
Civitas, Institute for the Study of Civil Society	NHS Contribute Extra - A return to the NHS's core values
Claremont School, Council for Disabled Children/ National Children's Bureau and Healthwatch Bristol	Our Rights project
Commonwealth Fund	Models of care for high-need, high-cost patients, an evidence synthesis
Community Links	One hundred days for early action, time for government to put prevention first
Community Voices for Health - Healthwatch Central West London	Whole Systems Change, co-producing new models of health and care
Compact Voice	Annual survey of local compacts 2014
Compact Voice / Regional Voices	Practical guide to engaging with clinical commissioning groups
Compact Voice / Regional Voices	Practical guide to engaging with health and wellbeing boards
County All Party Parliamentary Group	The State of Care in Counties
Creative Research - Monitor	Choice in Adult Hearing Services
Cumbria Clinical Commissioning Group	CCG Stakeholder Survey Results 2015
Department of Health	2015/16 Choice Framework
	Action Plan on Hearing Loss
	Culture change in the NHS - Applying the lessons of the Francis Inquiries
	Delivering high quality, effective, compassionate care
	Government response to the House of Commons Health Select Committee Fourth Report of session 2014-15 Complaints and Raising Concerns
	Health Building Note 00-01 - Dementia-friendly Health and Social Care Environments
	How the NHS in England compares to other countries in publishing selected transparency metrics
	Jimmy Savile NHS investigations, update on the themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile
	Learning not blaming, the government response to the Freedom to Speak Up consultation, the Public Administration Select Committee report 'Investigating Clinical Incidents in the NHS', and the Morecambe Bay Investigation
	Living Well for Longer, One year on
	Mental Health Act 1983, Code of Practice
	Mental health aftercare in England and Wales
	NHS car-parking management, environment and sustainability
	NHS public health functions arrangement, National Pandemic Flu Service - telephony management services
	Prime Minister's challenge on dementia 2020

Publisher	Title
Department of Health (continued)	Promoting the health and well-being of looked-after children
	Protected Disclosure in 2014 - Review of two 2013 Care Quality Commission procurements
	Reference guide to the Mental Health Act 1983
	Review of Operational Productivity in NHS providers
	Statutory guidance for Local Authorities and NHS organisations to support implementation of the Adult Autism Strategy
	The Government's mandate to NHS England for 2016-17
	The Seventh Year of the Independent Mental Capacity Advocacy (IMCA) Service
	Winterbourne View - Transforming Care Two Years On
	One Chance to Get it Right - One Year On Report
Department of Health and NHS England	Services for people with neurological conditions, progress review
	Services for people with neurological conditions, progress review. Summary
Diabetes UK	State of the Nation - Challenges for 2015 and beyond
Dialogue By Design / NHS England	Consultation on draft standards and service specifications for congenital heart disease services
Director of Public Health Middlesbrough Council	Reponse to Healthwatch Middlesbrough report on Cancer Screening Uptake in Middlesbrough
Dods Research	The NHS in five years' time
Doncaster Dementia Strategic Partnership.	Getting There. A Dementia Strategy for Doncaster 2015-2017
Dorset and Bournemouth & Poole Health and Wellbeing Boards	Public question to health and wellbeing boards
Dr Bill Kirkup CBE	The Report of the Morecambe Bay Investigation
Dr Foster	Is 'Special Measures' Working?
	Uses and abuses of performance data in healthcare
East Riding of Yorkshire Clinical Commissioning Group	Re Interim Healthwatch Report, Residential Care Provision in the East Riding of Yorkshire
	Re, Healthwatch Report, Children and Young Peoples' Experiences of GP Services in the East Riding of Yorkshire - Initial Report
	Response to Healthwatch Report, A review of users' experience of services for people with Eating Disorders in the East Riding of Yorkshire
Economist Intelligence Unit (EIU)	Quality of death index 2015
ESHCRU - Economics of Social and Health Care Research Unit	Productivity Of The English NHS, 2012/13 Update
Freedom to Speak Up	An independent review into creating an open and honest reporting culture in the NHS
	An independent review into creating an open and honest reporting culture in the NHS. Executive Summary
General Medical Council	Building a supportive environment
	The handling by the General Medical Council of cases involving whistleblowers
General Optical Council (GOC)	Public perceptions of the optical profession
Gloucestershire Hospitals NHS Foundation Trust	Formal response Healthwatch Gloucestershire Podiatry Task Group Report

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Grant Thornton	Growing healthy communities
Health and Social Care Information Centre - HSCIC	Patient-Led Assessments of the Care Environment PLACE
Health Education England	Raising the Bar
Health Education England	Raising the Bar - Summary
Health Education England (HEE)	The future of primary care, creating teams for tomorrow
Health Research and Educational Trust	The Association Between Patient and Family Engagement Practices and Patient Experience
Healthcare Property Consultants (HPC)	When one door closes..., research into the closure and commissioning of care homes throughout England
Healthcare Quality Improvement Partnership (HQIP)	The National Confidential Inquiry into Suicide and Homicide by People with Mental Illness Annual Report 2015, England, Northern Ireland, Scotland and Wales July 2015 - University of Manchester
Healthwatch Barking and Dagenham	Annual Report 2014/15
	8 Enter & View reports on various health and care services
	Experiences of individuals with hearing impairments accessing Health and Social Care Services.
	Feedback Report
	Maxillofacial Services - Queens Hospital, Romford
	NHS Treatment in Private Facilities
	Patient And Carer Experiences of Using Local Stroke Services
	The London Ambulance Service
	Why A&E
	Why A&E (Children)
Healthwatch Barnet	Barnet's Top Tips for Successful Patient Participation Groups
	Dentistry in Barnet
	8 Enter & View reports on various health and care services
	Good Practice with your Patients
	My View
	Royal Free London: Responses to Healthwatch Barnet Hospital Discharge Report
Healthwatch Barnsley	Annual Report 2014/15
	British Sign Language Users Healthy Day
Healthwatch Bath & North East Somerset - Healthwatch Wiltshire	Patient, Visitor and Staff Feedback Collected at the Royal United Hospitals Bath NHS Foundation Trust
Healthwatch Bath and North East Somerset	Annual Report 2014/15
	4 Enter & View reports on various health and care services
Healthwatch Bedford Borough	Annual Report 2014/15
	8 Enter & View reports on various health and care services
Healthwatch Bexley	Annual Report 2014/15
	Health & Social Care Signposting Directory, Bexley
Healthwatch Birmingham	Annual Report 2014/15
	24 Enter & View reports on various health and care services
Healthwatch Blackburn with Darwen	Annual Report 2014/15

Publisher	Title
Healthwatch Blackburn with Darwen (<i>continued</i>)	Asylum Seekers and Refugee Engagement
	Blackburn with Darwen (BwD) Healthwatch Engagement
	Enter and View Report
	Learning Disabilities Engagement
	5 Small Area Engagement reports
	The Impact of Falls on Residents and their Carers
Healthwatch Blackpool	Annual Report 2014/15
	Blackpool Victoria Hospital Outpatients Consumer Review, August 2015
	Consultation Report
	Dentist Consultation, August 2015
	Maternity service review, July 2015
	Mental Health survey, July 2015
Healthwatch Bolton	Annual Report 2014/15
	'Corridor Event' Report
	5 Enter & View reports on various health and care services
	Evidence Briefing 2014 -2015
	Greater Manchester West HOME Consultation Part 2
	Pharmacy Survey
	Report of Greater Manchester West HOME Consultation Meeting
Submission to Healthier Together	
Healthwatch Bolton - Healthwatch Kirklees	Oral Health Care in Residential Care Homes
Healthwatch Bracknell Forest	Annual Report 2014/15
	Enter and View Report
	Report on people's personal experiences of health and social care
	Report on what people value about their GP consultation time
Healthwatch Bradford and District	Annual Report 2014-15. Easy read summary
	Annual Report 2014-15
	Come on time, slow down and smile
	3 Enter & View reports on various health and care services
	People's experiences of using Bradford Council Access Point for Adult Social Care
Healthwatch Bradford and District - Barnardo's	Children and Young People's Participation Toolkit
Healthwatch Bradford and District - City of Bradford MDC	Action Plan to respond to recommendations made by Healthwatch after a review of Access in Adult and Community Services CBMDC
Healthwatch Brent	10 lives in Brent, A report on the impact of cuts in social care and public health to vulnerable groups in Brent
	Annual Report 2014/15
	3 Enter & View reports on various health and care services
	Feedback provided by the Emergency Department Management team at Northwick Park Hospital 15th May 2015
	GP services in Brent, a consultation with patients
	Public Meeting
	Report re survey about Changes to Accident & Emergency (A & E)

Publisher	Title
Healthwatch Brent <i>(continued)</i>	Submission to Independent Healthcare Commission for North West London
	Summary of views gathered on the Home Care Services in Brent
	Summary of views on GP Hubs
	Survey of patients using A&E / UCC At Northwick Park Hospital
	Young people in Brent and their mental health services
Healthwatch Brighton and Hove	A Stakeholder Evaluation of Healthwatch Brighton and Hove
	Annual Report 2014/15
	Annual Report 2014/15 - Summary
	7 Enter & View reports on various health and care services
	Leaving Royal Sussex County Hospital
Healthwatch Bristol	Annual Report 2014/15
	Bristol and Avon chinese women's group
	Bristol Metropolitan Academy Healthwatch Workshops
	Celebrating Youth Voice
	Creativi-Tea Workshop
	Deaf and Blind Sports Event
	Engagement Report, Teenage and Young Adult Unit, Bristol
	2 Enter & View reports on various health and care services
	ESOL for Health
	Faith and Mental Health
	Fishponds Changes Support Group
	Headway Bristol
	Healthwatch Visits FACE, The Foundation for Active Community Engagement
	Islamic Fayre August 2015, Issues and Concerns from the event
	Learning Partnership West Youth Clubs
	Learning Partnership West, Under 13 drop-in, Southmead Adventure Playground
	National Citizen Service (NC) Healthwatch workshops
	North Bristol NHS Trust, prostate cancer Living Well Programme
	Services in the Community
	South Gloucestershire and Bristol Young Carers
	Teenagers and Young Adults with Cancer Service TYC
	Visit Report - The Hive youth club
	Visit to City of Bristol College, Hengrove Site
	Visit to St Matthias
	WellBeans Words Unspoken
	You Said, We Did: Somali Parents Drop In City Academy
	You Said, We Did: The HIVE tell Healthwatch their experiences of using Health and Social Care Services
Healthwatch Bristol Engagement Summary	Off the Record Freedom LGBTQ Group. 27 January 2015
Healthwatch Bristol - Healthwatch South Gloucestershire	Healthwatch and The Hive
Healthwatch Bristol, Young Healthwatch	CCG Takeover Day

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Healthwatch Bromley	Annual Report 2014/15
	4 Enter & View reports on various health and care services
	GP Access in the London Borough of Bromley
Healthwatch Buckinghamshire	Access to NHS Dentistry in Buckinghamshire
	Annual Report 2014/15
	Case Studies - Experiences of travel and transport to medical appointments in Buckinghamshire
	15 Enter & View reports on various health and care services
	Law Commission response to consultation - Mental Capacity and Deprivation of Liberty
	Our community voice on the use of hidden cameras in care homes and domiciliary care
	Patient Participation Groups in Buckinghamshire, Supporting GP practices
	Reading and Resources for 'The/Our community voice on the use of hidden cameras in care homes and domiciliary care, April 2015' report.
	Report on Young Adult Access to GPs in Buckinghamshire
	Review of Urgent Care Services in Buckinghamshire, The Patient Experience
	Summary of High Wycombe Voices collected by Bucks New University Students
	Travel Experiences of Patients Attending Hospital and Doctor Appointments
Healthwatch Bury	Annual Report 2014/15
Healthwatch Bury - Healthwatch Rochdale	Pennine Acute Hospital Trust Services Report
Healthwatch Calderdale	Annual Report 2014/15
	4 Enter & View reports on various health and care services
	Future Care Needs Survey
Healthwatch Cambridgeshire	Annual Report 2014/15
	Consultation Network Survey Report
	Developing Strategic Priorities
	12 Enter & View reports on various health and care services
	First Steps to Health Report, What's the first step you take if you are worried about a health issue?
	First Steps to Health, Executive Summary
	My Own Mind
	Strategic Plan 2015/18
Healthwatch Camden	Annual Report 2014/15
	Annual Report 2014/15 - Easy Read
	GP practices in Camden, a study of variation 2015
	How well do services join up in Camden? Experiences of local people living with HIV
	Our Strategic Plan 2015 and beyond
	Short breaks provision in Camden, Parent Survey Results
Healthwatch Central Bedfordshire	Accessing Health and Social Care - The Public Opinion
	Annual Report 2014/15
	29 Enter & View reports on various health and care services
	Festival for Older People, 2nd October, 2015
	Investigating the Complaints Process - General Practice

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Healthwatch Central West London	Action Plan for Ellesmere House
	Annual Report 2014/15
	CNWL Quality Account Healthwatch Central West London Statement
	Dignity Champions report
	Dignity Champions' assessment
	Hammersmith & Fulham Mental Health Unit Spot Check
	Healthwatch response to the consultation on the future of Thamesbrook
	Interim Report - Whole Systems Integrated Care Patient Engagement
	Our perspectives...
	Patient Participation Group Project Report 2014 - 2015
	Report on visit to Hammersmith and Fulham Mental Health Unit, Charing Cross Hospital Site, West London Mental Health NHS Trust
	Submission of evidence to the North West London Healthcare Commission
	The experiences of people with learning disabilities in Hammersmith and Fulham
	You Said - We Did. How commissioners and procurement officers have developed the home care model, specification and procurement in consultation with Healthwatch
Young People's Views of Sexual Health & Mental Health Services	
Healthwatch Cheshire East	Annual Report 2014/15
	Congleton War Memorial Hospital's response to the issues Healthwatch Cheshire East raised
	44 Enter & View reports on various health and care services
	Living with Autism in Cheshire East
	Response re Enter and View Visit to Knutsford Community Hospital
	Tongue-tie procedures in Cheshire East
Healthwatch Cheshire East and Healthwatch Cheshire West	Enter and View Report
Healthwatch Cheshire West	ACCIDENT AND EMERGENCY WATCH SURVEY 2015
	Annual Report 2014/15
	Annual Report 2014/15 - Easy Read
	40 Enter & View reports on various health and care services
	Patient Questionnaire Results
Healthwatch Chester East	2 Enter & View reports on various health and care services
Healthwatch Chester West	Accident and Emergency Watch Survey
Healthwatch City of London	Annual Report 2014/15
	The Care Act - workshop summary and feedback
Healthwatch Cornwall	Case Study - End of Life Care stories - April 2015
	A report on feedback in relation to Autism 2014
	Annual Report 2014/15
	Black Minority and Ethnic Report on Access to Health and Social Care
	Care at Home Report
	Case Study - End of Life Care Mrs J's story - April 2015
	Community Pharmacies in Cornwall
	Orthotics feedback
	Perceptions of Out-of-Hours, GP and Pharmacy Services Report in Cornwall
	Place of Dying and End of Life

Publisher	Title
Healthwatch Cornwall <i>(continued)</i>	Report on feedback comments about Parkinson's services in Cornwall
	Report on feedback comments for RCHT Treliske from December 2014 to February 2015
	Report on the Changes and Current Issues at Royal Cornwall Hospital around Patients with Hearing Loss, April 9, 2015.
	Responses to our Personal Budgets report - July 2015
	St Austell Healthcare
Healthwatch Cornwall - Disability Cornwall	An Analysis of Personal Social Care Budgets in Cornwall
Healthwatch Cornwall - Young People Cornwall	Talking About Cancer Support
Healthwatch County Durham	Annual Report 2014/15
	Children and Young People Engagement Report
	Enter and View Report
	Follow-up, Children and Young People's Report
Healthwatch Coventry	Annual Report 2014/15
	Commentary on Adult Social Care Annual Report 2014-15
	Commentary on the Coventry and Warwickshire Partnership Trust Quality Account
	Commentary on the University Hospitals Coventry and Warwickshire Quality Account
	16 Enter & View reports on various health and care services
	Health and care in Coventry
	Response to Coventry and Rugby CCG Commissioning Intentions 2016-17 consultation
	Review of information for patients and the public about Coventry GP practices
Suggestions for quality measures for Care Home contracts	
Healthwatch Croydon	Annual Report 2014/15
	Business Plan 2015-2016
	4 Enter & View reports on various health and care services
	Healthwatch In-Patient Survey
	Urgent Care and Emergency Services Report
Healthwatch Cumbria	Annual Report 2014/15
	Independent Engagement Report on North Cumbria University Hospitals NHS Trust Clinical Options Appraisal
	Patient Experience: Review of Cancer Services in Cumbria
	Reflective Audit
Response to draft Health and Wellbeing Strategy	
Healthwatch Darlington	Annual Report 2014/15
	Darlington Learning Impairment Network, Things Done from April to September 2014
	Prime Minister's Challenge Fund: Report Oct 14 - Mar 15
Healthwatch Derby	Annual Report 2014/15
	9 Enter & View reports on various health and care services
	Research Report: GPs in Derby
	S.U.D.A - Service User Data Analysis, GPs in Focus
	Think Healthy - A Healthwatch Derby consultation into the services of Derbyshire Healthcare Foundation NHS Care Trust
	Trend Analysis Overview: April 2013 to end of September 2015

Publisher	Title
Healthwatch Derbyshire	Annual Report 2014/15
	Autism Pathway Report
	Cancer Services in Derbyshire
	Carers Discussion Paper - Summary of Actions
	Experiences of using CAMHS in NORTH Derbyshire, as told by young people, parents, carers and professionals.
	Experiences of using CAMHS in SOUTHERN Derbyshire, told by young people, parents, carers and professionals.
	Children & Young People in Derbyshire have their say about Health & Social Care Services
	4 Enter & View reports on various health and care services
	Homecare Services: Service User Experience Report
	Primary Care Themes: 1st January 2014 - 31st October 2014
	Speak Out Report
	Summary of responses to Children and Young People's Report
	Healthwatch Devon
Care Act - IT Survey	
Crediton Community Well-being Hub: Youth Engagement Report	
Crediton Community Well-being Hub: People aged 18-55 Report	
Devon County Council Public Transport Review, 2015. Response from Healthwatch Devon	
3 Enter & View reports on various health and care services	
Into the Future, Public Consultation Report	
Moretonhampstead Community Well-being Hub. Youth Engagement Report: Nov 2014 to Aug 2015	
Reflective Audit Report	
Speaking out on leaving hospital. A summary report.	
Speaking out on Seven Day Services	
Then What? A report of people's experiences of leaving hospital.	
Young People speak out on Health and Wellbeing	
Healthwatch Doncaster	
	Annual Report 2014/15
Healthwatch Dorset	Annual Report 2014/15
	Briefing note for Dorset's Members of Parliament - CAMHS, Child and Adolescent Mental Health Services
	Engagement with LGBT young people in Dorset
	GP charges for patient benefit appeals letters: Letter from Healthwatch Dorset to Healthwatch England
	Healthwatch Dorset comment for Dorset County Hospital NHS Foundation Trust Quality Account
	Healthwatch Dorset comment for Dorset Healthcare University Foundation Trust Quality Account
	Healthwatch Dorset comment for Poole Hospital Quality Account
	Healthwatch Dorset comment for South Western Ambulance Service NHS Foundation Trust Quality Account 2014/15
	Healthwatch Dorset comment for The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust Quality Account
	Louder and Clearer

Publisher	Title
Healthwatch Dorset (continued)	Mental Health Awareness among Black and Ethnic Minority Communities
	People's Views about Health and Social Care Services 2014
	Primary Care Dental Services in Dorset
	Responses from hospitals to Every One Matters
	Responses to 'Everyone Matters - Feedback on Dorset's Hospitals'
	Something to Complain About? Revisited.
	Statement from Healthwatch Dorset on the postponement of the Public Consultation on proposals for the future of health services in Dorset arising from the Clinical Services Review.
	What happens when people get sent home?
	Where The Heart Is
Healthwatch Dorset - Healthwatch Hampshire - Healthwatch Isle of Wight - Healthwatch Portsmouth - Healthwatch Southampton	Choosing and Buying Services Together
	Annual Report 2014/15
	Enter and View Report
	Patient experiences of hospital discharge
	The Priory Community Pharmacy
Healthwatch Ealing	Annual Report 2014/15
	Health and Social Care Integration
	Looking to the Future
Healthwatch East Riding of Yorkshire	A review of users' experiences of services for people with Eating Disorders in the East Riding of Yorkshire
	Annual Report 2014/15
	Children and Young Peoples' Experiences of GP Services in the East Riding of Yorkshire
	Drugs and Alcohol
	19 Enter & View reports on various health and care services
	General Practice Appointments Systems in the East Riding of Yorkshire
	GP Appointments Systems: Follow Up Report
	Residential Care Provision in the East Riding of Yorkshire
	Study into General Practice Appointments Systems in East Riding of Yorkshire: Executive Summary
	The SLEEP Report
Healthwatch East Sussex	Annual Report
	Healthwatch East Sussex's report on its support work of Maidstone & Tunbridge Wells NHS Trust review of stroke services
	Navigating Mental Health Services in East Sussex - What we found out?
	Navigating Mental Health Support in East Sussex. Identifying the Road Blocks - For children and young people using Child and Adolescent Mental Health Services (CAMHS)
	Navigating Mental Health Support in East Sussex. Identifying the Road Blocks - The role of telephone support in East Sussex
	Red Bus Tour

Publisher	Title
Healthwatch East Sussex, Healthwatch Brighton and Hove	Case Study, Joint Unannounced Responsive Enter and View activity
	Enter and View Report
Healthwatch Enfield	A report looking into individuals not registered with a GP
	Annual Report 2014/15
	Attendance and performance at A&E departments serving Enfield residents since the closure of Chase Farm Hospital A&E
	Enfield Public Health response to Healthwatch Enfield's Report Looking Into Individuals Not Registered with a GP
	Enter & View Report
	Experiences of GP waiting rooms in Enfield, An initial report
	GP Audit Report, Second Wave
	Improving Services for Deaf Patients in Enfield
	Patient-Led Assessments of the Care Environment (PLACE) 2015
	Strategic Plan 2015-2018
	The GP Friends and Family Test in Enfield practices
	What young people think about mental health support in Enfield
Healthwatch Enfield and Healthwatch Barnet	Enter and View Report
Healthwatch Enfield and Healthwatch Haringey	Enter and View Report
Healthwatch England	Annual Report 2014/15
	Business Plan 2015-16: Large Print
	Business Plan 2015-16
	Care Act briefing on Integration and Co-operation
	Co-creating the future of Primary Care
	Communicating with everyone
	Every Complaint Matters
	How do you want to look after your health in the future?
	Independent Complaints Advocacy
	Letter to NHS England re review of a number of deaths at St Andrews secure hospital in Northamptonshire
	Letter to Rt Hon Jeremy Hunt MP
	Local Healthwatch Investigate, Access to Primary Care
	Maintaining Independence
	NHS Mandate 2020
	Our response to the HNS Mandate
	People's Experiences of Primary Care
	People's Experiences of Primary Care: Large Print
	People's Experiences of Primary Care - our findings in full
	Primary Care: A review of local Healthwatch reports
	Response to Consultation on gender identity services clinical commissioning policy and service specification
Safely Home, What happens when people leave hospital and care settings? Large Print	
Safely home, What happens when people leave hospital and care settings?	

Publisher	Title
Healthwatch England <i>(continued)</i>	State of support. Local Healthwatch funding survey: Key findings
	Use of discharge checklists - Freedom of information request
	Annual Report 2014/15 Easy read
	Annual Report 2014/15 - Large Print
	Business Plan 2015-16
	Older People Briefing
Healthwatch Essex	Annual Report 2014/15
	Dementia handbook for carers
	YEAH Report. Young Essex Attitudes on Health and Social Care 2014 - 2015
Healthwatch Gateshead	Annual Report 2014/15
Healthwatch Gloucestershire	Access to services in Gloucestershire for patients with Fibromyalgia and ME
	Annual General Meeting (AGM) Evaluation
	Annual Report 2014/15
	Good Practice, GP Services in Gloucestershire - What do patients want?
	Good Practice, GP Services in Gloucestershire - What do patients want? Summary
	Hospital Discharge Task Group Full Report
	Hospital Discharge Task Group Report. Executive summary
	Patient Transport Task Group Report
Task Group Report. Podiatry and Foot Care Services in Gloucestershire	
Healthwatch Greenwich	Annual Report 2014/15
Healthwatch Hackney	Analysis of Healthwatch Hackney signposting activity
	Annual Report 2014/2015
	4 Enter & View reports on various health and care services
	NHS Community Voice meeting
	The Tuberculosis Endemic
	Turkish Speaking Carers Feedback on NHS (Antenatal, Intrapartum and Post Natal Care & Disability Services)
Healthwatch Halton	A&E or Anything and Everything. A visit to Whiston Hospital A&E Department
	Accident & Emergency or Anything and Everything. A visit to Warrington Hospital A&E Department
	Annual Report 2014/15
	3 Enter & View reports on various health and care services
	Snap Surveys
	The Care Act Event
Healthwatch Hampshire	Annual Report 2014/15
	Bilingual and culturally sensitive outreach project
	Breaking the barrier
	CIS'ters Survey of Health Needs
	Collecting Information for the Health of the Nation
	Enter and View Report
	Health awareness for Deaf people
	Orthopaedic Services at Hampshire Hospitals NHS Foundation Trust
	Patient stories, Hampshire Hospitals NHS Foundation Trust
	Perceptions and Expectations of making a complaint
	Social Media Policy
The Whole Tooth: Study into General Dentistry Services in Hampshire	

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Healthwatch Hampshire <i>(continued)</i>	University of Winchester Young Adult Carers Event
	Work Programme 2015/16
	Community Cash Fund achievements
Healthwatch Hampshire - Age Concern Hampshire	Men's Health Survey - Report
Healthwatch Hampshire - Chrysalis	Issues being faced by Transgender People
	Understanding Chrysalis
	Issues being faced by Transgender People
Healthwatch Hampshire - Community Action Fareham	Health and Care Survey 2015
Healthwatch Hampshire - Home-Start	Analysis of Healthwatch Questionnaire
Healthwatch Hampshire - Step by Step	Community Cash Fund Report
Healthwatch Hampshire, Healthwatch Slough, Healthwatch Surrey, Healthwatch Wokingham	Patient stories, Experiences of Frimley Park Hospital
Healthwatch Haringey	Annual Report 2014/15
	Are You a Carer? Event Report
	CQC New Approach to Regulation, Complaints Processes
	Enter and View Report
	Snapshot Survey 2
	Snapshot Survey, Haringey G.P. Surgeries
Healthwatch Harrow	Annual Report 2014/15
Healthwatch Hartlepool	Annual Report 2014/15
Healthwatch Havering	Annual Report 2014/15
	31 Enter & View reports on various health and care services
Healthwatch Herefordshire	Annual Report 2014/15
	Enter and View Process, The WAVE Approach
	7 Enter & View reports on various health and care services
	Healthcare complaints advocacy self help pack
	Healthwatch engages with 1,600 Year 6 Pupils and 35 young disabled people at Crucial Crew
	Results of Healthwatch Pharmacy Survey carried out in Hightown
	Healthwatch Herefordshire host Question Time: Answers from the Panellists
Healthwatch Hertfordshire	Annual Report 2014/15
	4 Enter & View reports on various health and care services
	Patient Led Assessment of the Care Environment 2014 (PLACE). Healthwatch Hertfordshire's experience of participating in PLACE with 5 NHS Trusts and their Recommendations for 2015.
Healthwatch Hillingdon	Annual Report 2014/15
	Seen and Heard, Why not now?

Publisher	Title
Healthwatch Hounslow	Ambulatory Emergency Care
	The Prime Minister's Challenge Fund, Improving access to General Practice. An Evaluative Review by Healthwatch Hounslow
Healthwatch Isle of Wight	Annual Report 2014/15
	10 Enter & View reports on various health and care services
	Isle of Wight NHS Complaints Survey Results 2015
	NHS Outpatient Appointments
Healthwatch Isles of Scilly	Review of the Recommendations from the Maternity Report 2014
	Annual Report 2014/15
	Arranging Travel and a Travel Warrant
	Booking an eye test
Healthwatch Islington	Health and Care Community Survey 2015
	Annual Report 2014/15
	Customer service, GP reception staff
	Enter and View Report
	Experiences of integrated care & the Integrated Care Ageing Team
	Gathering community views. NHS Complaints Insight
	Gathering views. Mental health services for young adults in Islington
	Gathering views. Booking GP appointments online
	Gathering views on integrated care. Multi-Disciplinary Team pilots
NHS Complaints Insight	
Healthwatch Kent	Access to Health and Social Care Services by Eastern European Migrants in the Thanet District. Full report
	Access to Health and Social Care Services by Eastern European Migrants in the Thanet District. Summary
	Annual Report 2014/15
	6 Enter & View reports on various health and care services
	Kent Community Health NHS Foundation Trust (KCHFT) - response to Healthwatch Kent Nursing Care at Home project report
	Mental health - how supportive are general practitioners?
	Project Evaluation Report
	Strategy 2015/16
What the public have told us	
Healthwatch Kingston upon Hull	Annual Report 2014/15
	29 Enter & View reports on various health and care services
Healthwatch Kingston upon Hull - Healthwatch East Riding of Yorkshire	Outpatients Experiences
Healthwatch Kingston upon Thames	Annual Report 2014/15
	6 Enter & View reports on various health and care services
	Response from Kingston Hospital to Enter and View Visit in March 2015
	Spot Light - Kingston Eco Op
	Teenage Mental Health, Snapshot of Awareness of Services in Kingston Borough
	The Groves NHS Medical Centre
Young People's Healthwatch	

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Healthwatch Kirklees	Annual Report 2014/15
	8 Enter & View reports on various health and care services
	Patients experiences of Hospital Food at Calderdale and Huddersfield Trust
Healthwatch Kirklees - Healthwatch Calderdale	Speaking to Outpatients - What did we learn?
Healthwatch Kirklees - Healthwatch Wakefield	Speaking to Outpatients - What did we learn?
Healthwatch Knowsley	Annual Report 2014/15
	Patient Experience Report: St Helens and Knowsley Hospital
	Patient Experience Report: Aintree University Hospital
	Patient Experience Report: Children & Adolescent Mental Health Services (CAMHS)
Healthwatch Lambeth	Annual Review 2014/15
	Are you happy with your GP services?
	Enter and View - Pharmacy Visits Pilot Report
	5 Enter & View reports on various health and care services
	Finding mental health advice and support in Vassall
	Report on Healthwatch Lambeth pharmacy visits January to March 2015 Easy Read
	Review of Extra Care Services
Healthwatch Lambeth - Healthwatch Southwark	Enter and View Report
Healthwatch Lancashire	Annual Report 2014/15
	9 Enter & View reports on various health and care services
	Feedback Report: Blackpool Teaching Hospitals NHS Trust
	Feedback Report: GP Services in Lancashire
	Feedback Report: East Lancashire Hospitals NHS Trust
	Lesbian, Gay, Bisexual & Trans people accessing routine healthcare
	Love To Give Blood
	NHS 111 Campaign Summary
	Patient Engagement Day at Queen Victoria Hospital
	Patient Engagement Day at Royal Lancaster Infirmary
	Patient Journeys Report
	Service User Feedback: Calderstones Partnership NHS Foundation Trust
	The Real People of Lancashire
	Your Dentist Your Say
Healthwatch Leeds	Access to dental care with people living with HIV in Leeds.
	Annual Report 2014/15
	Carer's Experiences of Respite Care in Leeds
	Day Service review, Wheatfields Hospice Report 2015
	13 Enter & View reports on various health and care services
	GP Extended Hours in West Leeds
Healthwatch Leeds - YouthWatch - YoungMinds	Children and Young People's Mental Health Services in Leeds
Healthwatch Leicester	Enter and View Report
	Using Urgent Care Services in Leicester City
Healthwatch Leicestershire	A Week in Leicester Royal Infirmary (LRI), The Patient Perspective
	Annual Report 2014/15

Publisher	Title
Healthwatch Leicestershire <i>(continued)</i>	5 Enter & View reports on various health and care services
	Quick Poll Survey, Your views about Dental Services
	Quick Poll Survey, Your views about GP services
	Road to Recovery. Voices from Substance Misuse service users and staff at Swanswell
	Unsafe Discharge for Vulnerable People
Healthwatch Lewisham	Annual Report 2014/15
	Breathing Well Champions Project report
	Children and Young People
	Enter and View Report
	Healthwatch Engagement - Diabetes Support Group
	Lewisham Parent and Carer Forum
	Winning the best community care for Lewisham, A people-powered inquiry
Healthwatch Lincolnshire	Annual Report 2014/15
	Changing our NHS
	Enter and view follow-up visit with senior A&E staff
	9 Enter & View reports on various health and care services
	Healthwatch follow-up visits to A&E departments
	Patient Choice in East Lincolnshire
	Seldom Heard Voices: Visual & Hearing Sensory Loss
	Seldom Heard Voices: Research by Framework Street Outreach Team
	Seldom Heard Voices: Feedback Survey of People Using Mental Health Services in Lincolnshire
	Seldom Heard Voices Full report
	Seldom Heard Voices - Mind
	Seldom Heard Voices - Healthwatch Lincolnshire & Rethink Mental Illness
	Service User, Patient and Carer views on Mental Health Services
	Special inquiries, Summary of Action Plans
	Understanding Why Patients Choose to Attend the Emergency Centre
Healthwatch Liverpool	Annual Report 2014/15
	9 Enter & View reports on various health and care services
	Response to recommendations following visit on Friday 20th February 2015 by Healthwatch Liverpool
Healthwatch Luton	A report on people's experiences of domiciliary home care services in Luton
	A Review of Inpatient Services at the Luton and Dunstable Hospital
	A Review of Outpatient Services at the Luton and Dunstable Hospital
	Annual Report 2014/15
	Cardiology Clinic Results
	Dermatology Clinic Results
	Diabetes Clinic Results
	ENT Clinic Results, Recommendations and Response
	Eye Clinic Results, Recommendations and Response
	Gastroenterology Clinic Results
	Orthodontics Clinic Results
	Zone C - General Outpatients Results

Publisher	Title
Healthwatch Manchester	Annual Report 2014/15
	Here to Listen and Help
	Overseas Students Access and Entitlement to Healthcare
	Survey on Dementia Services in Manchester
Healthwatch Medway	Annual Report 2014/15
Healthwatch Merton	Healthy high streets consultation, summary report
	Merton lesbian, gay, bi-sexual and transgender (LGBT), community engagement workshop
Healthwatch Middlesbrough	Annual Report 2014/15
	Cancer Screening Uptake in Middlesbrough
	Enter and View Report
	Making Middlesbrough more Dementia Friendly
	Report on findings from the Healthwatch Independent Survey on Access to GP Services in Middlesbrough
	Report on Findings from the Independent Survey on Access to GP Services in Middlesbrough
	Report on the findings from the Healthwatch Independent Survey on Access to Sexual Health Services in Middlesbrough
Healthwatch Middlesbrough - Healthwatch Redcar and Cleveland	Improving Access to Psychological Therapies - IAPT
	Enter and View Report
Healthwatch Milton Keynes	Annual Report 2014/15
	Strategy 2015-2018
	Strategy 2015-2018 - Summary
	Strategy for Engaging Children and Young People
Healthwatch Newcastle	All about choice - What is NHS Choices saying about you?
	Annual Report 2014/15
	Business plan 2015-18
	Compliments, comments and complaints - a follow up
	One collective voice
	Social care conference 2015
	There's more to Healthwatch than health
	Young People's Dental Health Project in Newcastle
Healthwatch Newham	Annual Report 2014/15
Healthwatch Norfolk	Annual Report 2014/15
	Annual Report 2014/15 - Easy read
	Examples of Good Practice in Dementia Care in Norfolk Care Homes
	Experiences of accessing information for people with dementia and their carers, Final Report
	Health and wellbeing needs of children, young people and families in Norfolk
	Homeless people's access to health and social care services
	Maternity Services in Norfolk
	Mental health services in Norfolk
	Migrant Workers Accessing Healthcare in Norfolk
	Information and signposting services for people in Norfolk who use health and social care services

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Healthwatch Norfolk <i>(continued)</i>	Norfolk Ambulance Survey
	Patient Experience of the Community Pharmacy Flu Vaccination Service in Norfolk
	Patient experience of the East Anglian Flu Vaccination Service
	Strategy, April 2015 - March 2017
	The health and wellbeing of Norfolk's veterans
	The Journey of an Adoptive Parent
	Understanding the health and wellbeing needs of looked after children, young people and adoptive families
	Unpaid family carers in Norfolk
	Young Persons' Perspectives and Experiences of Specialist Tier 4 In-patient Mental Health Services in Norfolk
Healthwatch Norfolk - Carers Council for Norfolk	Working towards better outcomes for carers in Norfolk
Healthwatch Norfolk - Equal Lives	Care Quality Assessors' Project - Final Report
Healthwatch North East Lincolnshire	Annual Report 2014/15
	Best Practice for 'Did Not Attend' Policies in GP Practices
	16 Enter & View reports on various health and care services
	Review of GP Access
Healthwatch North Lincolnshire	Annual Report 2014/15
	North Lincolnshire Health & Social Care Signposting Directory
	Patient Care Pathway
	The Voice of Local People
Healthwatch North Somerset	A Review of Access to North Somerset NHS Dental Services
	Annual Report 2014/15
	GP Practice Survey Report
	Intelligence Data received from North Somerset Public
	Public Feedback Report on Hospital Services for People in North Somerset
	Special Enquiry: Community Stroke Services
	Young People's Positive Mental Health Day
Healthwatch North Tyneside	Annual Report 2014/15
	Briefing Note: Northumbria Specialist Emergency Care Hospital
	Carers and the Care Act
	Carers' Strategy and Carers' Charter
	Parent and carer views of urgent health care in North Tyneside
	Questions raised by Healthwatch North Tyneside, May 2015. Responses from Northumbria Healthcare NHS Foundation Trust.
	Report of the Mental Health Service User and Carer Day on 15 May 2015
	Strategic Plan 2015-18
	Supporting parents call for ADHD review
Healthwatch North Yorkshire	Annual Report 2014/15
	4 Enter & View reports on various health and care services

Publisher	Title
Healthwatch North Yorkshire (continued)	Enter and View Report Recommendations and Provider Responses
	Feedback Report from Scarborough and Ryedale Learning Disability Users and Carers Event on 2nd May 2014
Healthwatch Northamptonshire	A report on a survey of Young People's Wellbeing in Northamptonshire
	A report on Healthwatch Northamptonshire's public engagement campaign
	A report on Healthwatch Northamptonshire's Young People's Health and Wellbeing Conference
	A report on the views of parents/carers, staff and volunteers on services for under 5s delivered by Children's Centres and Library Plus in Northamptonshire
	A summary of parents' experiences of using the health visiting service in Northamptonshire
	A summary of service user and carer experience of Northamptonshire Healthcare NHS Foundation Trust
	A Summary Report on the Domiciliary Care Lay Monitoring Project
	A summary report on the views of staff, volunteers and parents/carers at Kingswood Children's Centre, Northamptonshire
	Commissioner and Provider responses to the report on a survey of Young People's Wellbeing in Northamptonshire February 2015
	Domiciliary (Home) Care, Lay Monitoring Project Report
	2 Enter & View reports on various health and care services
	Patient experiences of GP services in Northamptonshire
	Report on Healthwatch Northamptonshire's Young People's Health and Wellbeing Conference
	Summary of the care act 2014
	Survey of people waiting in Accident and Emergency at Northampton General Hospital, Kettering General Hospital and Corby Urgent Care Centre
	Healthwatch Northumberland
Appendices for Report on the Close of Harbottle Surgery	
Care Homes in Northumberland	
Children and Young People Focus Group Report	
Report on the Closure of Harbottle Surgery	
Young People's Health Services	
Healthwatch Nottingham	Annual Report 2014/15
Healthwatch Nottingham - Healthwatch Nottinghamshire	Insight, Nottingham University Hospitals NHS Trust
	Nottingham University Hospitals NHS Trust
Healthwatch Nottinghamshire	Annual Report 2014/15
	Insight, Renal Patients' Experience of the Patient Transport Service
Healthwatch Oldham	Annual Report 2014/15
Healthwatch Oxfordshire	Annual Report 2014/15
	Carers in Oxfordshire
	Hearsay!
	Improving discharges from hospital in Oxfordshire

Publisher	Title
Healthwatch Oxfordshire (continued)	Quality of Life 2014
	Residents and Relatives Groups in Care Homes
	Voluntary Sector conference report
Healthwatch Oxfordshire - Age UK Oxfordshire	Dignity in Care
Healthwatch Oxfordshire - Oxfordshire Rural Community Council (ORCC)	Oxfordshire Dementia Friendly Communities - what works and what doesn't
Healthwatch Oxfordshire - RESTORE	Alice's report, The Value and Importance of Independent Mental Health Service User Run Groups: What do we need in Oxfordshire?
Healthwatch Peterborough	Annual Report
	3 Enter & View reports on various health and care services
Healthwatch Plymouth	Annual Report 2014/15
	Annual Report 2014/15
	Guildhall Walk Treatment Centre
Healthwatch Reading	Annual Report 2014/15
	4 Enter & View reports on various health and care services
	The experience of Reading women who have been diverted from giving birth at their place of choice
	Toolkit for Patient Participation Groups - PPGs - in Reading
Healthwatch Redbridge	Annual Report 2014/15
	2 Enter & View reports on various health and care services
Healthwatch Redbridge, Camden, Newham, Barnet, City of London, Enfield, Hackney, Haringey, Tower Hamlets, Havering, Waltham Forest, Islington, Barking & Dagenham	Deaf inclusion project, enter and view reports
Healthwatch Redcar and Cleveland	Annual Report 2014/15
	GP Surgery Feedback , Woodside Surgery, Loftus
	Report on Findings from the Healthwatch Independent Survey on Access to GP Services
	Report on Healthwatch Redcar & Cleveland's Engagement with Young People on Sexual Health Services
Healthwatch Richmond	Summary report on Richmond CAMHS services
Healthwatch Richmond upon Thames	Annual Report 2014/15
	Commentary for West Mids Hospital Quality Account
	Commentary on Hounslow and Richmond Community Healthcare NHS Trust Quality Accounts 2014-2015
	Commentary on Kingston Hospital NHS Foundation Trust Quality Accounts 2014-2015
	Commentary on South West London and St Georges Mental Health NHS Trust Quality Accounts 2014 - 2015
	Commentary on West Middlesex University Hospital NHS Trust Quality Accounts 2014-2015
	10 Enter & View reports on various health and care services
	West Middlesex University Hospital Compassionate Care Project
	West Middlesex University Hospital Compassionate Care Project - Executive Summary

Publisher	Title
Healthwatch Rochdale	Annual Report 2014/15
	Diabetic Retinopathy Screening Service Q & A Report
	Young Voices, Your Story, Your Health
Healthwatch Rotherham	Annual Report 2014/15
Healthwatch Rutland	Young People's Mental Health Project
	Annual Report 2014/15
	2 Enter & View reports on various health and care services
Healthwatch Salford	Annual Report 2014/15
	Children and Young People: Emotional Wellbeing and Mental Health Project Full report
	Children and Young People Emotional Wellbeing and Mental Health Project, Summary
	Manchester Elective Orthopaedic Centre, Patient Experience
	Manchester Intermediate Care Services, Patient Feedback
Healthwatch Sandwell	Healthwatch Sandwell's response to Sandwell and West Birmingham CCG's GP Listening Exercise
	Annual Report 2014/15
	9 Enter & View reports on various health and care services
	Submission to Healthwatch England Special Report on Hospital Discharge
	The Continuing Healthcare Maze
	Annual Report 2014/15
Healthwatch Sefton	Annual Report 2014/15
	9 Experience reports on various health and care services
Healthwatch Sheffield	Annual Report 2014/15 Summary
	Annual Report 2014/15
	3 Enter & View reports on various health and care services
	Get it right with your GP
	Moving Stories. A qualitative study of people's experience of musculoskeletal services in Sheffield.
	Young People's Question Time Event
Healthwatch Sheffield - Young Healthwatch Sheffield	Children and Young People's Health & Social Care Question Time
Healthwatch Shropshire	Annual Report 2014/15
	9 Enter & View reports on various health and care services
Healthwatch Shropshire - Healthwatch Stoke-on-Trent - Healthwatch Telford and Wrekin - Healthwatch Staffordshire	Access to GP appointments
Healthwatch Shropshire - SAND Safe Ageing No Discrimination	Researching the hopes, fears, experiences, expectations of health & social care by older - and old lesbian, gay, bisexual and trans people in Shropshire
Healthwatch Shropshire	Forward Work Programme 2015-16
Healthwatch Shropshire, Healthwatch Stoke-on-Trent, Healthwatch Telford and Wrekin, Healthwatch Staffordshire	Access to GP appointments
Healthwatch Shropshire, Shropshire Rural Community Council	If you talk to somebody that is sighted they don't understand. Full report

Publisher	Title
Healthwatch Shropshire, Shropshire Rural Community Council	If you talk to somebody that is sighted they don't understand. Summary
Healthwatch Slough	Annual Report 2014/15
	GP surgery websites - Effective?
	Looking at GP surgery phone answering
	Enter and View Report
	Healthwatch Slough looks at the Special Educational Needs and Disabilities (SEND) service
	Home-Start Slough survey parents of young children about their experiences of health care services in Slough
	How GP Practices provide and communicate information to patients around appointment booking and access to primary care?
	Special Educational Needs and Disabilities (SEND) service. Questions and Responses from the Special Voices Focus Group.
	What Healthwatch Slough found out about access to extended hours appointments
	What will make a difference for people in Slough living with a long term condition?
Healthwatch Slough - The Beehive Foundation	Improving Dental Hygiene in Roma Children from Chalvey, Slough
Healthwatch Solihull	Annual Report 2014/15
	Survey of People's Experience of GP Services in the Borough of Solihull
Healthwatch Somerset	Annual Report 2014/15
	10 Enter & View reports on various health and care services
	Enter & View Recommendations
	Enter and View Report
	Issues from Enter and View Visits into Residential Homes October to Dec 2014
Healthwatch South Gloucestershire	Report on Health and Social Care Issues raised in 2014/2015
	A Summary of Engagement with Rural Communities in South Gloucestershire
	Annual Report 2014/15
	Community Engagement Action Plan 2015
	8 Enter & View reports on various health and care services
Healthwatch South Tyneside	Exploring the impact Healthwatch South Gloucestershire has made
	Take 2 minutes to talk to us'
	Annual Report 2014/15
	2 Enter & View reports on various health and care services
	GP Patient Survey, South Tyneside, Data Report
Healthwatch Southampton	South Tyneside Pharmacy / Self-Care Evaluation, Final Data Report
	Annual Meeting 2015
	Annual Report 2014/15
Healthwatch Southend	What People Raised
	Annual Report 2014/15
	Babylon, GP consultations via a smartphone app
	Building foundations for change, Developing Autism and Asperger's services in Southend
	Cancer Cafe Report
	Report on Domicillary Care event
St Luke's Health Centre Consultation Event	

Publisher	Title
Healthwatch Southwark	Public Forum, You said, we did! Event Report
	Annual Report 2014/15
	Annual Report 2014/15 Summary
	Building Our Network, Event Report
	Community Focus Group with Bengali Women's Group
	Community Focus Group with Latin American Women's Rights Service (LAWRS)
	Community Focus Group with Somali Women's Group
	Enter and View Report
	Public Forum, Everyone is treated equally - Join the debate!
	Public Forum, Your Care, Your Services! - Issues to Solutions! Event Report
	Social care support for carers
	Vietnamese and Chinese Mental Health
Healthwatch Southwark, Healthwatch Bromley and Lewisham, Healthwatch Lambeth	Views and experiences of patients and carers - services provided by South London and the Maudsley NHS Foundation Trust (SLaM)
Healthwatch St Helens	5 Enter & View reports on various health and care services
	Good Quality GP Services
	Personalisation Conference - My Life, My Choice?
Healthwatch Staffordshire	Annual Report 2014/15
	33 Enter & View reports on various health and care services
	Healthwatch England Special Enquiry, Patient Experience of Discharge - A Staffordshire Perspective
	Nutrition Influence Study - Hospital Food Standards Panel Reference Group
	Patient Experience Study for Queens Hospital, Burton, Focus Groups
	Understanding Changes to the Supporting People Programme, From a Service User Perspective
Healthwatch Staffordshire - Healthwatch Stoke-on-Trent	Patient Experience of the Royal Stoke University Hospital Accident and Emergency Department
Healthwatch Staffordshire - MRS - Engaging Communities	Dementia Pathway Study - Patient & Carer Experience at University Hospital North Staffordshire
Healthwatch Stockport	Annual Report 2014/15
	Patient and Public Experience Report
	Response to North West Ambulance Service (NWS) Quality Account 2013/14
	Response to St Ann's Hospice Quality Account 2013/14
	Response to Stockport NHS Foundation Trust Quality Account 2014/15
	What would a good experience of a health or social care service look like to you?
Healthwatch Stockton-on-Tees	Annual Report 2014/15
	2 Enter & View reports on various health and care services
	Eye Health Needs Assessment
	Findings from the Healthwatch independent consultation on Stockton Borough Council's Review of Homecare Services
	Healthwatch Public Engagement Summary, Sexual Health
	University Hospital of North Tees - Arrangements for Discharge from Hospital
	Healthwatch Stoke-on-Trent
	Access to Mental Health Services

Publisher	Title
Healthwatch Stoke-on-Trent (continued)	Annual Report 2014/15
	3 Enter & View reports on various health and care services
	Frail and Elderly - Hospital Discharge
	My Care My Way - Home First
	Parkinson's Provision
Healthwatch Suffolk	Annual Report 2014/15 - Summary
	Annual Report 2014/15
	Engagement Report. Public experiences of referral into Norfolk and Suffolk Foundation Trust's mental health services through the Access and Assessment team in Suffolk
	Engagement Report. Public Perceptions and Experiences of Community Equipment Services in Suffolk
	2 Enter & View reports on various health and care services
	Evidence submission to the Health Select Committee inquiry on primary care services in England
	Non-Emergency Patient Transport
	Patient Feedback about GP Practices in Suffolk
	Public Perceptions and Experiences of Wheelchair Repair Services in Suffolk
Healthwatch Suffolk - Norfolk and Suffolk NHS Foundation Trust	Inspiring Progress
Healthwatch Sunderland	Annual Report 2014/15
	Enter & View Report
	Report from Refugee Engagement Event
Healthwatch Sunderland - Sunderland People First	Consultation around - No Voice Unheard No Right Ignored - Green Paper for people with a learning disability and/or autism
Healthwatch Surrey	Annual Report 2014/15
	4 Enter & View reports on various health and care services
	If I've told you once.... Full report
	If I've told you once.... Summary
	The healthcare experiences of BME communities in Surrey
Healthwatch Sutton	Annual Report 2014/15
Healthwatch Swindon	Annual Report 2014/15
	What are your top 3 priorities?
Healthwatch Thameside	A report on the data collected by Healthwatch Thameside during 2014
	Annual Report 2014/15
	Enter and View Report
	Summary of the data collected by Healthwatch Thameside in 2014
Healthwatch Telford and Wrekin	Annual Report 2014/15
	7 Enter & View reports on various health and care services
	GP Access Report 2015
Healthwatch Torbay	Annual Report 2014/15
	Living Well Mental Health Event
	Mrs Smith's Services
	The dementia challenge
	Torbay Adult Safeguarding Week

Publisher	Title
Healthwatch Torbay <i>(continued)</i>	Torbay Health-related Community-based Services Review
	Vision in View
	We're Doing Something About Bullying
Healthwatch Tower Hamlets	Annual Report 2014/15
	5 Enter & View reports on various health and care services
	Enter and View Visits undertaken in 2014-15
	Healthwatch Stakeholders Event, Report
	Prevention of diabetes in Bangladeshis in east london
	Community health services engagement patient outcomes
Healthwatch Trafford	Annual Report 2014/15
	5 Enter & View reports on various health and care services
	Getting It Right, For Deaf People in Trafford
	Patient Experience
	Patient Experience Report - Altrincham General Hospital
	Report on Drop-ins at Trafford General Hospital
	Report on Primary School Nurse Service Pilot Project
Healthwatch Trafford and Healthwatch Manchester	Joint Enter and View Report
Healthwatch Wakefield	Annual Report 2014/15
	2 Enter & View reports on various health and care services
	Letter to providers and commissioners re Learning Disabilities and Autism
	Mid Yorkshire Hospitals NHS Trust Patient experience survey
	Multi-agency Patient Intelligence Report
	Patient experience survey
	Work with people who are deaf or hard of hearing, UPDATE
Healthwatch Wakefield - Young Healthwatch Wakefield	Enter and View Report
	Young People's GP Access Report 2015
Healthwatch Walsall	Hospital Discharge Report
Healthwatch Waltham Forest	Annual Report 2014/15
	Annual Report 2014/15 Easy read
	Caring About Care Homes
	6 Enter & View reports on various health and care services
	Experiences of Stroke Patients in Waltham Forest
	GP Outreach Research 2014, 4 Individual Practice Reports
	25 Trends Analysis reports on various health and care services
	Sexual Health Services: Proposal for a young persons health and wellbeing centre
	Talking with the homeless community in Waltham Forest
	Healthwatch Wandsworth
5 Enter & View reports on various health and care services	
6 Healthwatch Representatives Feedback Forms on various health and care services	
Our Work	
9 Outreach Reports on meetings with various health and care providers	
	Pharmaceutical Needs Assessment

Publisher	Title
Healthwatch Wandsworth <i>(continued)</i>	Report from outreach and engagement sessions to ask service users and carers some of the questions related to the No Rights Ignored, No Voices Unheard Consultation
	Report on a Healthwatch Consultation on Mental Health Support for Young People in Wandsworth
	Report on Consultation on Healthy Alternatives to Junk Food - in partnership with NCS The Challenge
	Report on meeting with Association of Somali Women and Children
	Report to Adult Care and Health Overview and Scrutiny Committee
	Report to Adult Care and Health Overview and Scrutiny Committee, 4 June 2015
	Sheltered Scheme Report
Healthwatch Warrington	Annual Report 2014/15
Healthwatch Warwickshire	Annual Report 2014/15
	48 Enter & View reports on various health and care services
	Orton Manor Nursing Home
	Patient Access to GP Services
	Young People's GP Experience
Healthwatch West Berkshire	Annual Report 2014/15
Healthwatch West Berkshire	Work Plan 2015 - 2016
Healthwatch West Sussex	Annual Report 2014/15
	Cancer Listening Project
	Dignity and Respect Visit Report
	Discharge Report
	2 Enter & View reports on various health and care services
	Impact Report, January - March 2015
	Maternity Listening Project
	Patient Led Assessments of the Care Environment
	Reflective Review 2014-15
	Report of visit to The Park Surgery, Littlehampton on 28th July 2015
	St Richard's Hospital, Chichester - Post-Operative Experiences
	Together we are Healthwatch West Sussex. What should we do next? What You Told Us.
	Well enough to come home?
Healthwatch Wigan	Annual Report 2014/15
	5 Enter & View reports on various health and care services
Healthwatch Wiltshire	An easy-read summary of our work on dementia
	Annual Report 2014/15
	Dementia Engagement Report
	Patient experiences of 24-hour ECG tests run from their primary care centre
	Results of the public consultation on the permanent location of specialist dementia hospital care in Wiltshire
	Unpaid carers in Wiltshire, help in a crisis
	What you have told us about health and social care services in Wiltshire. Easy read
	Wiltshire's Better Care Plan
Healthwatch Windsor, Ascot and Maidenhead	Annual Report 2014/15
	Enter and View Report

Publisher	Title
Healthwatch Wirral	Annual Report 2014/15
	4 Enter & View reports on various health and care services
	Healthwatch Week
	Question Time Report
	Urgent Care Survey
Healthwatch Wokingham Borough	Annual Report 2014/15
	Communications and Engagement Strategy
	3 Enter & View reports on various health and care services
	Just how far the volunteer drivers of Wokingham Borough go
	Totes Emosh, How Young People in Wokingham Borough Feel
Healthwatch Wolverhampton	Annual Report 2014/2015
	3 Enter & View reports on various health and care services
	Strategic Plan 2014 - 2016
	X68 Bus Service between New Cross and Cannock Chase Hospitals
Healthwatch Worcestershire	Annual Report 2014 - 2015. Easy Read - Report Summary
	Annual Report 2014/15
	Consultation Response - 4/12/15
	6 Enter & View reports on various health and care services
	Feedback for Maternity Review
	Homelessness and Access to Health Services in Worcestershire, Preliminary Findings
	Making sure people with a learning disability are able to make a complaint about GP services
	Making sure people with a learning disability are able to make a complaint about GP services. Easy Read - Report Summary
	Making sure people with a learning disability are able to make a complaint about GP services. Updated with responses to recommendations .
	Response to National Guardian consultation
Urgent Care Survey	
Healthwatch Worcestershire - Age UK Hereford and Worcestershire	Engagement about the Health and Social Care Needs and Experiences of Black and Minority Communities on behalf of Healthwatch Worcestershire
Healthwatch Worcestershire - Worcestershire Council for Voluntary Youth Services (WCVYS)	Young People and Parental Engagement Service Report
Healthwatch York	Accident & Emergency Department and Alternatives
	Annual Report 2014/15
	Consistency and Confidence in Patient Led Assessments of the Care Environment
	Discharge from health and social care settings
	Mental Health and Wellbeing in York
	Safeguarding Adults
	Wheelchair Services in York
HM Treasury	Spending review and autumn statement 2015
Home Start - Healthwatch Oxfordshire	Report on families' experiences of ante- and post- natal community services in Oxfordshire
Hospitals in Pursuit of Excellence (HPOE)	Partnering to improve quality and safety, a framework for working with patient and family advisors

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Hospitals in Pursuit of Excellence (HPOE) <i>(continued)</i>	The association between patient and family engagement practices and patient experience
House of Commons Committee of Public Accounts	Care Quality Commission, Twelfth Report of Session 2015-16
	Care services for people with learning disabilities and challenging behaviour
House of Commons Health Committee	Complaints and Raising Concerns
	End of Life Care
House of Commons Library	Accessing and sharing health records and patient confidentiality
	Accident and Emergency in the UK, Statistics, Trends and Definitions
	Cancer, Waiting Times for Diagnosis and Treatment
	Children and young people's mental health - policy, CAMHS services, funding and education
	General practice in England
	NHS maximum waiting times standards and patient choice policies
	NHS whistleblowing procedures in England
	Parity of esteem for mental health
	Social care, paying for care home places and domiciliary care (England)
	Value based assessment of drugs
	Waiting Times for Hospital Treatment
House of Commons Public Administration and Constitutional Affairs Committee	Follow-up to PHSO report - Dying without dignity, first report of session 2015-16, report, together with formal minutes relating to the report
House of Commons Public Administration Select Committee	Investigating clinical incidents in the NHS
HRET, Health Research and Educational Trust	The Association Between Patient and Family Engagement Practices and Patient Experience, July 2015
HSCIC, Health and Social Care Information Centre	Hospital Episode Statistics
Hull and East Yorkshire Hospitals NHS Trust	Response to Healthwatch Report, A report of users' experiences of outpatient services at Hull and East Yorkshire Hospitals NHS Trust recommendations
ILC-UK - The Centre for Later Life Funding	The end of formal adult social care
Independent report for the Secretary of State for Health	Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile
Institute for Government	Joining up public services around local, citizen needs
	Managing with less, the 2015 spending review
	Whitehall monitor, deep impact? How government departments measured their impact, 2010-15
Institute for Public Policy Research - IPPR	Powerful People
	Improved circulation, unleashing innovation across the NHS
Institute for Research and Innovation in Social Services (IRISS)	IRISS on...place-based working
Institute of Economic Affairs	A Patient Approach

Publisher	Title
Institute of Economic Affairs <i>(continued)</i>	Diagnosis, overrated
	What are we afraid of? Universal healthcare in market-oriented health systems
Institute of Public Care (IPC)	Emerging practice in outcome-based commissioning for social care
International Longevity Centre - UK	Moved to care, the impact of migration on the adult social care workforce
Ipsos Mori	Navigating health and care, living independently with long term conditions, an ethnographic investigation, interim findings
	Public Perceptions of the NHS and Social Care
JMC Inform	Psychological therapies, next steps towards parity of care
Joseph Rowntree Foundation	The Coalition's Record on Health, Policy, Spending and Outcomes 2010-2015
Labour Party	A better plan for the NHS, health and care
Lancashire Care NHS Foundation Trust	Independent Investigation Mr G, Action Plan
Local Government Association	A new home for public health services for children aged 0-5
	Adult social care, health and wellbeing, A Shared Commitment
	Ageing, the silver lining The opportunities and challenges of an ageing society for local government
	Building the right support
	Care providers and the Mental Capacity Act 2005
	Checking the health of the nation
	Councillor briefing pack, Healthier communities
	Creating a better care system
	Dementia friendly communities
	Female Genital Mutilation (FGM)
	Health and Care Quality Systems in practice
	Healthy beginnings, giving our children the best start in life
	Making it better together, a call to action on the future of health and wellbeing boards
	Managing demand and delivering differently
	Mental Capacity Act 2005. A brief guide for providers of Shared Lives and other community services
	Must knows, children's public health transfer
	Prevention, A Shared Commitment
	Public health transformation twenty months on, adding value to tackle local health needs
	Remodelling public protection
	Shared principles for redesigning the local health and care landscape
	Stick with it!
	Tackling the causes and effects of obesity
	The Care Act 2014, how do you know your council is successfully embedding the Care Act?
Transforming local archive services	
Sexual health commissioning in local government	
Transforming local services through digital	
Local Government Ombudsman (LGO)	Counting the cost of care, the council's role in informing public choices about care homes
	Review of adult social care complaints 2014/15

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Localis	Unblocking, Securing a health and social care system that protects older people
London Assembly Health Committee	Access to GP care
	Access to health services for deaf people
London Councils	Conquering the twin peaks, London's health and wellbeing boards
London School of Economics & Political Science	Older people's experiences of dignity and nutrition during hospital stays, secondary data analysis using the adult inpatient survey
London School of Economics (LSE)	Equity in the Provision of Palliative Care in the UK, Review of Evidence
London School of Economics (LSE) Centre for Economic Performance	A new priority for mental health
London Strategic Clinical Network	Commissioning guidance, foot care service for people with diabetes
Macmillan Cancer Support	Cancer Cash Crisis
	Exploring the attitudes and behaviours of older people living with cancer
	Hidden at home
	Northern Ireland Cancer Patient Experience Survey
	Putting the Dignity and Respect of Patients First
Membership Engagement Services	Making sense and making use of patient experience data - Summary
	Making sense and making use of patient experience data
Mental Health Foundation	Getting on... with life. Baby boomers, mental health and ageing well - A Review, Summary Report
	TalkBack
	Your Way. An evaluation of a model of community mental health support developed by Together for Mental Wellbeing
Mental Health Foundation - NIHR School for Social Care Research	Indirect Payments for people who lack capacity, How are they working in practice?
Mental Health Foundation - Paul Hamlyn Foundation	Right Here. How to... provide youth-friendly mental health and wellbeing services
Mersey Care NHS Trust	Action plan produced in response to the independent review into the care and treatment of MF in Liverpool
Mid Cheshire Hospitals NHS Foundation Trust	Response to autism report (Healthwatch Cheshire East, October 2015)- living with autism in cheshire east
Mind Matters	A Report on Learning Disabled peoples' experiences of Mental Health services in Hackney
MindMetre research	How sharp are we on safety? An assessment of safer sharps adoption in UK hospitals
Monitor	2013/14 patient level cost collection (PLICS), review and lessons for the future
	A&E delays, why did patients wait longer last winter?
	Business Plan for 2015/16
	Commissioning better community services for NHS patients
	Freedom of information (FOI) request, foundation trusts' contract and agency spend by staffing group
	Helping NHS providers improve productivity in elective care
	Improving GP services, commissioners and patient choice
	Integrated care licence condition, guidance for providers of NHS-funded services
	Investigation into NEW Devon CCG's commissioning of community services for adults with complex care needs in eastern Devon

Publisher	Title
Monitor (continued)	NHS adult hearing services in England, exploring how choice is working for patients
	NHS adult hearing services in England, exploring how choice is working for patients - Annexes
	Performance of the foundation trust sector, year ended 31 March 2015. Executive Summary
	Performance of the foundation trust sector, year ended 31 March 2015
	Review of the contingency planning team/trust special administration procedure at Mid Staffordshire NHS Foundation Trust, lessons learned
The GIFT Consortium	Taking on the Challenge: Shaping Health Services Through Young People's Participation
NatCen Social Research Centre	Five years of coalition government, public reactions and future consequences
National Audit Office	Care Act first-phase reforms
	Care Act first-phase reforms - local experience of implementation. Summary
	Care Act first-phase reforms - local experience of implementation
	Care services for people with learning disabilities and challenging behaviour
	Care services for people with learning disabilities and challenging behaviour
	Care services for people with learning disabilities and challenging behaviour
	General Practice Extraction Service - investigation
	Investigating the impact of out-of-hours GP services on A&E attendance rates, multilevel regression analysis
	Investigation into the Cancer Drugs Fund
	Investigation into the Cancer Drugs Fund. Summary
	Managing conflicts of interest in NHS clinical commissioning groups
	Modelling of maternity services in England
	Progress in improving cancer services and outcomes in England. Summary
	Progress in improving cancer services and outcomes in England
	Public service markets, putting things right when they go wrong
	Public service markets, putting things right when they go wrong. Summary report
	Stocktake of access to general practice in England. Summary
	Stocktake of access to general practice in England
	The management of adult diabetes services in the NHS, progress review
	The role of prescribed persons
The role of prescribed persons. Summary	
National Children's Bureau	Poor beginnings, health inequalities among young children across England
National End of Life Care Intelligence Network	What we know now 2014
National Housing Federation	Can our homes pay for the care we need in older age? Asset wealth and an ageing population
National Institute for Health and Care Excellence	Care of dying adults in the last days of life
	Home care, delivering personal care and practical support to older people living in their own homes
	Maintaining a healthy weight and preventing excess weight gain among adults and children
	Older people with social care needs and multiple long-term conditions
	Patient experience in adult NHS services overview
	Patient experience in adult NHS services, enabling patients to actively participate in their care

Publisher	Title
National Institute for Health and Care Excellence (continued)	Service user experience in adult mental health services
	Transition between inpatient hospital settings and community or care home settings for adults with social care needs
National Institute for Health Research	Can community-based peer support promote health literacy and reduce inequalities? A realist review
	Can community-based peer support promote health literacy and reduce inequalities? A realist review. Plain English summary
	Do higher primary care practice performance scores predict lower rates of emergency admissions for persons with serious mental illness? An analysis of secondary panel data
	Evaluating a major innovation in hospital design, workforce implications and impact on patient and staff experiences of all single room hospital accommodation
	Improving community health networks for people with severe mental illness, a case study investigation
	Right cot, right place, right time, improving the design and organisation of neonatal care networks - a computer simulation study
	Using clinical practice variations as a method for commissioners and clinicians to identify and prioritise opportunities for disinvestment in health care, a cross-sectional study, systematic reviews and qualitative study
	Using clinical practice variations as a method for commissioners and clinicians to identify and prioritise opportunities for disinvestment in health care, a cross-sectional study, systematic reviews and qualitative study. Plain English summary.
	Evaluating the evidence on employee engagement and its potential benefits to NHS staff, a narrative synthesis of the literature
	Insights from the clinical assurance of service reconfiguration in the NHS, the drivers of reconfiguration and the evidence that underpins it - a mixed-methods study
	NHS commissioning practice and health system governance, a mixed-methods realistic evaluation
	The dynamics of quality, a national panel study of evidence-based standards
	Better Endings - Right care, right place, right time
Care and communication between health professionals and patients affected by severe or chronic illness in community care settings, a qualitative study of care at the end of life	
National Palliative and End of Life Care Partnership	Ambitions for Palliative and End of Life Care, A national framework for local action 2015-2020
National Perinatal Epidemiology Unit (NPEU)	Saving Lives, Improving Mothers' Care
National Quality Board	Improving experiences of care
National Voices	How should we think about value in health and care?
	My Life, My Support, My Choice
	Peer support, what is it and does it work?
	Personal budgets as an integral form of NHS care, a discussion paper
	Working together, delivering for patients
National Voices - National Council for Palliative Care	A narrative for person centred coordinated care for people near the end of life
	Every Moment Counts
NAVCA	Voluntary sector annual survey, findings from the health and care voluntary sector strategic partnership 2014 survey
NELFT NHS Foundation Trust	Response to Healthwatch Waltham Forest report Talking with the Homeless Community in Waltham Forest

Publisher	Title
NESTA	Collective intelligence in patient organisations
	The NHS in 2030
New Local Government Network (NLGN)	The red, the blue, the NHS and you
NHS	A guide to immunisations up to 13 months of age
	Changing the NHS for the better
	Five year forward view
	South West London Collaborative Commissioning: Why we need to change the NHS in south west London
	The Handbook to the NHS Constitution for England
	Transforming Primary Care in London
	Using incentives to improve experience in maternity, children and young people's services
NHS - Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups	Intensive Rehabilitation Service & Community Treatment Team
NHS Alliance	Making time in general practice
NHS Benchmarking Network	National Audit of Intermediate Care, Summary Report
NHS Clinical Commissioners	A guide for CCGs, engaging the public in difficult decisions about health service change
	Collaboration in clinical leadership, the role of secondary care doctors on CCG governing bodies
	Developing an ambulance commissioning strategy, Five Year Forward View and beyond
	Good practice in ambulance commissioning
	Local solutions to national challenges, delivering our commitment to patients
NHS Community Voice	Transforming healthcare in England's core cities
	Sickle Cell and Thalassaemia meeting. Recommendations
NHS Confederation	National survey of NHS leaders
	Rip off the sticking plaster now, Enabling the local implementation of sustainable urgent and emergency care models in 2015/16
	What are community health services?
NHS Cumbria and the North East	Response to Healthwatch Stockton-on-Tees report on access to GP services
NHS England	A report and recommendations following a review of a project undertaken by South East Coast Ambulance Service NHS Foundation Trust to re triage calls transferred into their 999 service from their NHS 111 service
	A toolkit to support NHS commissioners to reduce poor experience of in-patient care
	An independent investigation into the care and treatment of a mental health service user (SN) in Eastbourne by Sussex Partnership NHS Foundation Trust
	Annual Report 2014/15
	Building the NHS of the Five Year Forward View
	Care and Treatment Reviews, policy and guidance
	Commissioning for an improved patient experience for children and young people
	Consultation Guide - Investing in Specialised Services
	External Investigation into the NHS 111 Call Management Partition at South East Coast Ambulance Service NHS Foundation Trust (Red 3/Green 5)
	FAQs for the Friends and Family Test - updated 01/10/2015
	Future in mind. Promoting, protecting and improving our children and young people's mental health and wellbeing.

Publisher	Title
NHS England (<i>continued</i>)	Guidance to support the introduction of access and waiting time standards for mental health services in 2015/16
	Hidden Voices of Maternity. Executive summary.
	Hidden Voices of Maternity
	Independent investigation into the care and treatment of Mr M in Liverpool
	Independent review into issues that may have contributed to the preventable death of Connor Sparrowhawk
	Independent review of deaths of people with a Learning Disability or Mental Health problem in contact with Southern Health NHS Foundation Trust April 2011 to March 2015
	Integrated urgent care commissioning standards
	Making health and social care information accessible
	NHS Continuing Healthcare, refreshed redress guidance
	Patient and Public Participation Policy
	Planning, assuring and delivering service change for patients
	Prime Minister's challenge fund, improving access to general practice, first evaluation report
	Quick guide, better use of care at home
	Quick guide, sharing patient information
	Supporting people with a learning disability and/or autism who have a mental health condition or display behaviour that challenges
	The five year forward view mental health taskforce, public engagement findings
	The Forward View into action, new care models, update and initial support
	The Friends and Family Test
	The NHS England Business Plan 2015-2016
	Transforming care for people with learning disabilities, next steps
NHS England - RAISE - local Healthwatch	Choosing and Buying Services Together
NHS England & Monitor	Outpatient Appointment Referrals
NHS England London Region	Response to Healthwatch Enfield Report - Improving Services for Deaf Patients in Enfield
NHS England, North West London	NHS England response - Healthwatch report on unregistered patients in Enfield and registration with a GP
NHS London	Psychological support for people living with cancer, commissioning guidance for cancer care in London
NHS Providers - NHS Confederation	Form Follows Function. Governance Challenges for Providers in light of the Dalton Review
NHS Southampton City Clinical Commissioning Group (CCG)	Presentation by James Rimmer, Chief Financial Officer & Deputy Chief Executive to Healthwatch Southampton
NHS Sustainable Development Unit	Care pathways, guidance on appraising sustainability
NHS Trust Development Authority	Worcestershire Acute Hospitals NHS Trust, an independent investigation into how the trust carries out reviews of allegations of bullying and harassment, under the trust's Dignity at Work Policy
NHS Waltham Forest Clinical Commissioning Group	Response to Healthwatch Waltham Forest - Talking with the homeless community.
NHS, National Institute for Health Research	Improving community health networks for people with severe mental illness, a case study investigation
North Lincolnshire CCG - North East Lincolnshire CCG	Patient Transport - Keeping the wheels in motion

Publisher	Title
North Lincolnshire CCG - North East Lincolnshire CCG (continued)	Patient Transport - Keeping the wheels in motion. Executive summary and recommendations from full report
North Middlesex University Hospital NHS Trust	Response to Healthwatch Enfield Report - Improving Services for Deaf Patients in Enfield
Northern, Eastern and Western Clinical Commissioning Group	Response to Survey by Healthwatch Devon - Exeter Walk in Centres
Nuffield Trust	Access to Hospital Care
	Building sustainable GP services
	Cities & Local Government Devolution Bill, Report Stage
	Evaluation of complex health and care interventions using retrospective matched control methods
	Health and Social Care Leaders' Panel
	Health and social care priorities for the Government, 2015-2020
	Health in the 2015 General Election, an analysis of party manifestos
	Improving length of stay, what can hospitals do?
	Improving UK health care
	Parliamentary Briefing. Spending Review 2015: what it means for health and social care
	Putting integrated care into practice, the North West London experience
	Rationing the NHS
	The A&E winter crisis, lessons from last year
	Transforming general practice, what are the levers for change?
What's Behind The A&E Crisis?	
Nuffield Trust - Royal College of General Practitioners	Collaboration in general practice, surveys of GPs and CCGs
Nursing and Midwifery Council	Good care from nurses and midwives
	Openness and honesty when things go wrong, the professional duty of candour
	The Code. Professional standards of practice and behaviour for nurses and midwives.
	The professional duty of candour. Nursing case studies.
OECD	Integrating social services for vulnerable groups , bridging sectors for better service delivery
Ofsted	Social care. The report of Her Majesty's Chief Inspector of Education, Children's Services and Skills 2013-14.
Parliamentary and Health Service Ombudsman	A review into the quality of NHS complaints investigations where serious or avoidable harm has been alleged
	Complaints about acute trusts 2014/15
	Dying Without Dignity
	Report on selected summaries of investigations by the Parliamentary and Health Service Ombudsman, February and March 2015
	What do people think about complaining?
Partnership of East London Cooperatives	Response to Healthwatch Waltham Forest Homeless Report
Patient and Client Council	Annual Complaints Report 2014/15
	Carers' Priorities. Summary report.
	Carers' Priorities
	Issues faced by people who are homeless in accessing health and social care services. Summary report.

Publisher	Title
Patient and Client Council <i>(continued)</i>	Issues faced by people who are homeless in accessing health and social care services
	Quality Report 2014/15
	What Matters To Me? Easy read.
	What Matters To Me?
Patient Experience Journal	Bringing patient advisors to the bedside, a promising avenue for improving partnership between patients and their care team
	Parents' experiences of neonatal care in England
	Patient leadership, Taking patient experience to the next level?
	The critical role of family in patient experience
Patient Experience Network - NHS England	The State of Patient Experience
	Report of Survey Findings - Celebrating the Best of the Maternity Experience of Care with a focus on parents with learning disabilities
	Patient Opinion
	The Power of Connection, How networked citizen voice is changing health and social care
Patient's Forum	Information for the CQC inspection of the London Ambulance Service
Pharmaceutical Services Negotiating Committee	PSNC Briefing 001/15, Support for carers - how community pharmacy teams can help
	PSNC Briefing 004/15, Increasing use of the NHS Repeat Dispensing service
	PSNC Briefing 006/15, Analysis of Minor Ailments Services in England
	PSNC Briefing 007/15, Analysis of Seasonal Influenza Vaccination Services 2014/15 in England
	PSNC Briefing 011/15, Tuberculosis
	PSNC Briefing 019/15, Analysis of community pharmacy non-dispensing healthcare activity out of hours
	PSNC Briefing 026/15, Contracts and Service Level Agreements
PSNC Briefing 027/15, Contracts and the NHS Standard Contract	
PHG Foundation	Health innovation manifesto, capitalising on science and technology to build a more active and efficient NHS
Primary Care Commissioning - PCC	The road to MCPs, experts assess the new model of care sketched by the Five Year Forward View
PruComm	PHOENIX, Public Health and Obesity in England - the New Infrastructure Examined. Second interim report
Public Health England	A guide to community-centred approaches for health and wellbeing. Full report.
	A guide to community-centred approaches for health and wellbeing. Briefing.
	Better Health for London
	Improving young people's health and wellbeing
	Local Leadership, New Approaches
	Public Health England, health and justice report 2014
	Response to Healthwatch Enfield report - A Report looking into individuals not registered with a GP
	The mental health needs of gang-affiliated young people
	The role of health visitors and school nurses
	Who we are and what we do
	The role of allied health professionals in public health, examples of interventions delivered by allied health professionals that improve the public's health
	Measuring mental wellbeing in children and young people

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Public Health England <i>(continued)</i>	National mapping of weight management services, provision of tier two and tier three services in England
	Prevalence of dementia in population groups by protected characteristics, a systematic review of the literature
	Reasons why people with dementia are admitted to a general hospital in an emergency
Public Health England - Department of Health - Youth Justice Board	Supporting children, young people and families and communities to be safer, healthier and to reduce youth crime
Public Health England - Local Government Association	Health Equity in All Policies, Masterclass
Public Health Middlesbrough	Reply from Public Health Middlesbrough to Healthwatch Middlesbrough's Making Middlesbrough More Dementia Friendly Report
QualityWatch	Closer to critical? QualityWatch annual statements 2015
QualityWatch - Health Foundation - Nuffield Trust	Focus on, International comparisons of healthcare quality
	Focus on, International comparisons of healthcare quality. Appendices
	Focus on, People with mental ill health and hospital use. Research summary.
	Focus on, People with mental ill health and hospital use. Full report.
Race Equality Foundation (REF)	Mental health crisis review - experiences of black and minority ethnic (BME) communities
RAND	Go gentle into that good night, the past, present, and future of end-of-life care
	Health, wellbeing and productivity in the workplace, a Britain's healthiest company summary report
RAND Europe	Privacy of health records
Reform	Expert patients
	How to run a country. Working age welfare.
	Letting Go. How English devolution can help solve the NHS care and cash crisis.
	Progress on NHS reform
	Towards a more productive state
Regulation & Quality Improvement Authority (RQIA)	A Baseline Assessment and Review of Community Services for Children with a Disability
	Access to Evidence Based Psychological Therapies for Adults who Subsequently Complete Suicide
	An Independent Review of Risk Assessment and Management in Addiction Services
	Baseline Assessment of Access to Services for Disadvantaged Groups in Northern Ireland, Scoping paper
	Final Report of the Inspection of Unscheduled Care in the Belfast Health and Social Care Trust
	Independent Review of the Actions Taken in Relation to Concerns Raised about the Care Delivered at Cherry Tree House, Carrickfergus
	Independent Review of the Implementation of the Respiratory Service Framework
	Oversight of Service Users' Finances in Residential and Supported Living Settings
	Review of Actions taken in Response to the 2010 HSC Board report Respite Support Provision in Northern Ireland
	Review of Brain Injury Services in Northern Ireland
	Review of Discharge Arrangements from Acute Hospitals
	Review of Specialist Sexual Health Services in Northern Ireland
	Review of Stroke Services in Northern Ireland

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
Regulation & Quality Improvement Authority (RQIA) <i>(continued)</i>	Review of the Diabetic Retinopathy Screening Programme
	Review of Theatre Practice in Health and Social Care Trusts in Northern Ireland
	Serious Adverse Incidents reported between 1 January 2009 and 31 December 2013
	The Care of Older People in Acute Hospitals. 7 reports on unannounced inspections of hospitals.
RNIB - Age UK	Improving later life for people with sight loss. Full report.
	Improving later life for people with sight loss. Summary.
Rotherham Youth Parliament	Mind the Gap. A Rotherham Youth Parliament Report about Mental Health.
Royal College of General Practitioners	A blueprint for building the new deal for general practice in England
	Patient access to general practice, ideas and challenges from the front line
	Patient safety implications of general practice workload
	Facing the Future
Royal College of Nursing (RCN)	Frontline first, the fragile frontline
Royal Free London NHS Foundation Trust	Response to Healthwatch Enfield Report - Improving Services for Deaf Patients in Enfield
Royal Pharmaceutical Society	Measuring and improving patients' experience of care
Royal Voluntary Service (RVS) - The King's Fund	Help them home, the challenges facing the families of older patients
RSA Open Public Services Network	Exploring how available NHS data can be used to show the inequality gap in mental healthcare
RSPH, Royal Society for Public Health	Reducing premature mortality, the role of community pharmacies
Social Market Foundation	A Problem Shared?
	Putting Patients in Charge
South Devon and Torbay Clinical Commissioning Group	Into the future
	Response to Healthwatch Devon consultation on the future of community services in Teignmouth and Dawlish and the surrounding villages
South Gloucestershire Council	Consultation Summary - Potential changes to South Gloucestershire's Welfare Grants Policy.
South Tees CCG	Response to Healthwatch Middlesbrough report on Cancer Screening Uptake in Middlesbrough
South West Yorkshire Partnership NHS Foundation Trust	Response to Healthwatch Wakefield request re learning disabilities and autism commissioning in Wakefield
Southampton City CCG - Southampton City Council	Mental Health Matters engagement report
Sue Ryder	A time and a place
Sunderland People First	Transforming Care for People with Learning Disabilities - Next Steps
Tees Valley Public Health Shared Service (TVPHSS)	Response to Healthwatch Independent Survey on Access to Sexual Health Services in Middlesbrough
	Response to Healthwatch Redcar and Cleveland report - Young People's Engagement - Sexual Health Services
The Centre for Welfare Reform	Re-thinking community care, the Camphill Village model

Publisher	Title
The Children and Young People's Mental Health and Wellbeing Taskforce	Key Findings from the Professionals' Engagement Exercise
The Choice in End of Life Care Programme Board	What's important to me
The Dalton Review	Examining new options and opportunities for providers of NHS care
The Diversity Trust	LGBTQ Young People in South Gloucestershire
The GP Patient Survey	National Summary Report
The Health and Care Champion Subgroup on Homecare, part of the Prime Minister's Challenge on Dementia	Dementia & Homecare, Driving Quality & Innovation
The Health Foundation	A practical guide to self-management support, key components for successful implementation
	Are people waiting longer for health care?
	Behavioural insights in health care
	Building the foundations for improvement
	Building the House of Care
	Context for successful quality improvement
	Continuous improvement of patient safety
	Evaluation, what to consider
	Filling the gap, Tax and fiscal options for a sustainable UK health and social care system
	Head, hands and heart, asset-based approaches in health care
	Hospital finances and productivity, in a critical condition?
	Indicators of quality of care in general practices in England
	Infection prevention and control, lessons from acute care in England
	Is mental health care improving?
	Is the NHS becoming more person-centred?
	Is the NHS getting safer?
	Need to Nurture
	On targets, How targets can be most effective in the English NHS
	Public attitudes to the NHS
	Representation to the 2015 Comprehensive Spending Review
	Shaping the future, a strategic framework for a successful NHS
Swimming against the tide? The quality of NHS services during the current parliament	
The habits of an improver	
Using communications approaches to spread improvement	
The Health Foundation and The King's Fund	Making change possible
The Home Secretary's Commission on Appropriate Adults	There to help
	There to help. Executive summary.
The Housing and Ageing Alliance	All our futures... Housing for ageing
The Intercom Trust	LGB and Trans 50+ survey, 2014
The International Longevity Centre - UK (ILC-UK)	Village Life. Independence, Loneliness, and Quality of Life in Retirement Villages with Extra Care.

Publisher	Title
The King's Fund	Acute hospitals and integrated care
	Devolution, what it means for health and social care in England
	Foundation trust and NHS trust mergers
	Inequalities in life expectancy
	Local Healthwatch, Progress and Promise
	Measuring the performance of local health systems, a review for the Department of Health
	Mental health under pressure
	Options for integrated commissioning, beyond Barker
	Patients' experience of using hospital services. EXCEL scores for each trust
	Patients' experience of using hospital services. Full report.
	Patients' experience of using hospital services. Summary.
	Place-based systems of care
	Population health systems
	Risk or reward? The changing role of CCGs in general practice
	The district council contribution to public health, a time of challenge and opportunity
	The NHS under the coalition government. Part one: NHS reform
	The NHS under the coalition government. Part two: NHS performance
	Transforming our health care system
Workforce planning in the NHS	
The King's Fund - Nuffield Trust	Primary care co-commissioning, a survey of members' views of their CCG and its role in primary care
The King's Fund - Nuffield Trust - Health Foundation	The spending review, what does it mean for health and social care?
The Mentally Healthy Society	The Report of the Taskforce on Mental Health in Society
The Mid Yorkshire Hospitals NHS Trust	Response to Healthwatch Wakefield request re learning disabilities and autism commissioning in Wakefield
The National Council for Palliative Care - Hospice UK - Sue Ryder	What to expect when someone important to you is dying
The Neurological Alliance	Briefing on NIN outpatient figures
	Neurological Alliance response to NHS England consultation on prioritisation principles for investment in specialised services
	Response from the Neurological Alliance for the 2015 National Audit Office progress review of neurology
	Summary briefing, National Audit Office review of progress in neurology since 2012
	The Invisible Patients: Revealing the state of neurology services
The Patient Experience Network - NHSIQ	Winning Principles
The Patients Association	2020: A care system fit for patients
	Crunch time
	PHSO - Labyrinth of Bureaucracy
	The Assisted Dying Bill
	Why our NHS should listen and be human, This is what the public are telling us
The Richmond Group of Charities	Vital signs

THE PATIENT EXPERIENCE LIBRARY

Publisher	Title
The Royal College of Emergency Medicine	Ignoring the prescription?
	Time to act - urgent care and A&E, the patient perspective
The Royal College of Midwives	State of Maternity Services Report 2015
The Royal College of Surgeons of England (RCS)	Duty of candour, guidance for surgeons and employers
The Royal Pharmaceutical Society - National Voices	The role of pharmacy in delivering person-centred care
The Smith Institute	Healthcare - the next five years
The Work Foundation	Healthy, working economies, Improving the health and wellbeing of the working age population locally
Thomas Pocklington Trust	Vision rehabilitation services, what is the evidence?
Tinder Foundation	The Health and Wellbeing of Unpaid Carers
Trust Development Authority - TDA	Performance of the NHS Trust Sector
UKHCA, United Kingdom Homecare Association	The Homecare Deficit
Unite	London's NHS, into the unknown
University Hospitals of Morcambe Bay NHS Foundation Trust	The Morecambe Bay Investigation - Update on Progress (1 October 2015 - 31 October 2015)
University of Birmingham	Every patient a research patient? Evaluating the current state of research in the NHS
	Micro-enterprises, small enough to care?
University of York	National Survey of Patient Advice and Liaison Services (PALS) in England, Children, Young People and Parents' Access To and Use Of PALS
Various charities	Improving the Patient Experience of Children and Young People
Voluntary Sector Health and Care	Joint review of investment in voluntary, community and social enterprise organisations in health and care sector
Warrington Health and Wellbeing Board	Annual Report 2014/15
Wakefield Clinical Commissioning Group	Response to Healthwatch Wakefield request re learning disabilities and autism commissioning in Wakefield
West London Mental Health NHS Trust	Response to report on visit to Hammersmith and Fulham Mental Health Unit on the 28th February 2015
	Feedback re Hammersmith Healthwatch Dignity Champions assessment 3rd to 14th March 2014
Willow Cottage Care Home Ltd	Response to the Healthwatch South Gloucestershire - Enter and View visit on 01/05/15
World Health Organization	Improving environment and health in Europe, how far have we gotten?

The Patient Experience Library offers a comprehensive overview of the UK's combined knowledge on patient experience. We believe in maximum public access to information.

We trawl hundreds of websites, looking for reports to add to the Library. We upload only those reports that have already been disseminated on the internet in the form of free downloads. We do not include reports that would normally be charged for, or that have clear copyright restrictions.

If you would like us to remove one of your reports from the Library, please let us know. Equally, if you think we have missed one of your reports, and you'd like it added to the Library, please get in touch.

You can contact us at info@patientlibrary.net