**Patient Experience Strategic Plan 2023 – 2028**

**Patient experience** means how receiving care or treatment feels for the patient, their family and carers. Each experience is **unique** to the **individual**.



NHS Lothian is committed to **improving** our services by **listening** to our users.

This may mean when things go **right** or **wrong**. We will do this by:

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We will ask **What Matters to You?** This means our **staff** can work **with you** to make sure your **care** supports you to live a **good life**.

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We will encourage you to **tell us** about your **experience** of care with NHS Lothian, so we can **learn** and **change**.



We will **listen** to **your complaints** if something **goes wrong** with **your care.** We will **investigate** and provide you with an **answer.**

**NHS Lothian** **Patient Experience Aims**



People receive treatment in a **comfortable**, **caring** and **safe** environment.



Treatment is delivered in a **calm** and **reassuring** way.



People have **information** to make **choices**, to feel **confident** and **in control**.



People are spoken with and **listened** to as an **equal.**



People are treated with **honesty**, **respect** and **dignity**.