

Ramsay Healthcare

Patient engagement at Ashtead Hospital

June 2024

Background

Ashtead Hospital wanted to learn more about patient experience at their hospital. They commissioned Luminus to speak with patients to better understand the patient pathway and experience of accessing health care at the hospital. They wanted to gain richer, qualitative insight into what was working well and if any improvements could be made to positively impact patients.

Methodology

Initially Luminus met with Ashtead Hospital to discuss their requirements and understand what they wanted to find out from patients. We then developed a bespoke engagement plan to deliver this. We carried out 2 in person engagement events on 20 May (outpatients) and 6 June 2024 (inpatients). We also designed an online survey and a flyer promoting the survey which was distributed at the hospital, paper copies being made available in waiting areas and reception. During the engagement events we held semi-structured conversations with patients using discussion prompts developed in conjunction with Ashtead Hospital.

Outputs

The insight from the engagement activity was collated and analysed to produce a report. The report included the key findings grouped under the headings: Overall impressions, General facilities, Communications and ease of booking, Quality of care, and Staff and relationships. We made recommendations based on the themes, which Ashtead Hospital will now action.

Testimonial

"I am really pleased with the qualitative patient engagement Luminus undertook for us at Ashtead Hospital. They spoke to a good cross section of inpatients and outpatients, private and NHS. The themes really resonated with us and gave us some tangible things to change and improve. They captured all the key points and it's been a really useful project."
- Operations Manager, Ramsay Healthcare

