

# Ramsay Healthcare

## Patient engagement at North Downs Hospital

March 2025

### Background

North Downs 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 North Downs Hospital to discuss their requirements, understand the hospital layout and meet staff and listen to what they wanted to find out from patients. We then developed a bespoke engagement plan to deliver this. We carried out an in-person engagement event on 5<sup>th</sup> March in both outpatients and inpatient areas. We sent a flyer promoting the engagement ahead of our visit which was distributed at the hospital. During the engagement events we held semi-structured conversations with patients using discussion prompts developed in conjunction with North Downs 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: general facilities, communications and ease of booking, quality of care and staff and relationships. We also included our observations of the day and examples of best practice that we had seen. We made recommendations based on the themes which North Downs Hospital are considering actioning.

### Testimonial

"Many thanks for this report which looks very positive. The report is useful – very valid questions. The recommendations will be taken to the relevant forums to discuss where improvements may be feasible and will share with the wider teams."

- **Clinical Services, Ramsay Healthcare**