



PET+ Introductory Masterclass

Getting to the heart of patient and staff experience

Friday 9th July 2021, 09:15 – 13:30

Delivered virtually via Zoom

The **Introductory Masterclass** is **Module 1** of a suite of PET+ classes. It provides an introduction to the importance of understanding patient and staff experience within safe and quality healthcare.

We will introduce you to PET+ which is a **qualitative** approach to understanding both patient experience AND staff perspectives, and how to address the issues raised by both parties. Module 1 is delivered over half a day and is divided into the following parts:

- Part a** Understanding Patient Experience:
An evidence-based approach
- Part b** Listening to the staff voice: why it really matters
- Part c** An overview of the PET+ approach

After attending this **Introductory Masterclass**, participants who would like to use the PET+ approach with their frontline teams can attend follow-up masterclasses on skills and techniques. These **Practical Masterclasses** combine 'online classroom' style learning with 'on the job' coaching and take place at times designed to suit the participants.

The event will be delivered by:

Dr Claire Marsh

*Patient & Public Engagement Lead,
Improvement Academy*



Dr Claire Marsh leads a number of initiatives to support staff and research teams to enhance the patient and public voice within healthcare improvement.

Laura Proctor

*Project Manager,
Improvement Academy*



Laura leads the growing PET Coaches Network supporting over 50 coaches to use PET resources with front line teams to improve patient experience across Yorkshire and Humber.

Places on this course are **free** for anyone employed in a **health or social care organisation within Yorkshire and Humber**.

If you are not based in a health or social care organisation within Yorkshire and Humber, fees may apply. Please **get in touch**.

Places are limited on the course and will be reserved on a first come first served basis.

To book your place please contact:

Shahima Begum – Communications, Networks and Training Officer

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www.improvementacademy.org



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