



## PET+ Introductory Masterclass

Getting to the heart of patient and staff experience

Friday 23<sup>rd</sup> April 2021, 09:30 – 14:00

Delivered virtually via Zoom

The **Introductory Masterclass** provides a comprehensive introduction to the importance of understanding patient and staff experience within safe and quality healthcare. We will introduce you to the PET+ approach a range of qualitative tools to help understand patient experience feedback and how to address the issues raised.

We provide an overview of the PET+ approach through 3 one-hour modules over half a day.

**Module 1** Understanding Patient Experience: An evidence-based approach

**Module 2** Listening to the staff voice: why it really matters

**Module 3** 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 enquire about our follow-up masterclasses on skills and techniques. This **Practical Masterclass** combines 'online classroom' style learning with 'on the job' coaching and is a contracted through your employer.

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.

The Improvement Academy offers a small number of funded places to Yorkshire and Humber NHS and social care organisations. A cancellation charge of £75 may apply if less than 48 hours' notice is given.

If you are not eligible for a funded place, fees may apply. Please **get in touch**.

Places on this introductory course are limited

To book your place, please contact:

Shahima Begum – Communications, Networks and Training Officer

Email: [academy@yhia.nhs.uk](mailto:academy@yhia.nhs.uk)

[www.improvementacademy.org](http://www.improvementacademy.org)



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