



PET+ Introductory Masterclass

Getting to the heart of patient and staff experience

Friday 26th March 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 a follow-up masterclass on skills and techniques. This Practical Masterclass combines 'online classroom' style learning with 'on the job' coaching and is contracted through your employer.

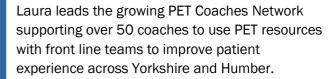
The event will be delivered by:

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



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 are limited on this introductory course.

To book your place please contact:

Shahima Begum – Communications, Networks and Training Officer Email: academy@yhia.nhs.uk

www.improvementacademy.org



