Patient and Public Information Bulletin

Articles

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**Engaging patients in primary care design: An evaluation of a novel approach to co-designing care.**
[By assessing and processing the impact of a collaborative effort to design a new clinic service, researchers highlighted the importance of patients being equal partners in the process. They balanced the number of patient and clinical provider/staff co-designers involved and recruited patients to represent diverse perspectives. The study highlights the feasibility and benefits of including patients and clinical providers/staff in design events and ensuring diverse patient perspectives.]

"They do not care how much you know until they know how much you care": a qualitative meta-synthesis of patient experience in the emergency department.
[Conclusion: This meta-synthesis provides a framework for understanding the determinants of patient experience in the ED. The resulting conceptual model and recommendations may have the potential to directly inform practice and improve the patient experience.]

Reports

The following report(s) may be of interest:

**A citizen-led approach to health and care: Lessons from the Wigan Deal.**
The King’s Fund; 2019.
[This report explores what local authorities, NHS organisations and others can learn from Wigan’s journey of transformation. The Wigan Deal is an example of ‘asset-based’ working, in which public services seek to build on the strengths and assets of individuals and communities to improve outcomes. Although other areas have explored similar approaches, Wigan is notable for the scale and consistency with which these ideas have been applied.]

Freely available online

**Overall Patient Experience Scores: 2018 Adult Inpatient Survey.**
[The Overall Patient Experience Scores are a statistical series measuring overall patient views of care and services provided by the NHS. This is an update to include results from the 2018**

Freely available online

**The many shades of co-produced evidence.**
[The paper focusses on generating evidence, rather than how we use knowledge in society, but many of the principles and challenges around co-producing are shared. The paper includes the results of a survey to find out the benefits of co-produced evidence.]  
Freely available online

This Bulletin was created by Sian Hudson of NHS East Dorset Knowledge and Library Service

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A MILLION DECISIONS  
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