

# Using patient experience data to support improvements in inpatient mental health care: the EURIPIDES multimethod study

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## Plain English summary

### The EURIPIDES multimethod study

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## Plain English summary

NHS trusts are required to collect patient feedback. We do not know what kinds of feedback are most important or how to translate this feedback into effective action plans to improve services. The Evaluating the Use of Patient Experience Data to Improve the Quality of Inpatient Mental Health Care (EURIPIDES) study looked at how information about patients' experiences is gathered and used in NHS inpatient mental health services in England, to identify how to ensure that this information leads to better services.

We completed five work packages, or substudies, to address five aims. After completing a systematic review of previous studies to identify what matters most to people treated as inpatients (aim 1), we interviewed patient experience leads in NHS mental health trusts in England to ask about approaches to collecting and using patient experience data (aim 2). We selected six trusts with different ways of doing this for an in-depth study and interviewed 182 staff, service users and carers to find out what works best for whom, and where (aim 3). We presented our findings to 44 experts (including experts by experience) at a 'consensus conference' to agree on recommendations about best practice (aim 4). Finally, we used health economics to consider the costs that would arise (and savings that might occur) if best practice in collecting and using patient experience data was widely adopted (aim 5).

Although all mental health trusts collect patient feedback, few analyse or use this to improve services. We identified important findings, from asking for patient feedback about their experiences of inpatient care to receiving, analysing and interpreting, and then acting on, these data to change and improve services. We report these in the form of 18 'rules' to guide trusts on how best to do this. We stress the importance of considering patient experience feedback alongside information about outcomes and safety to identify the areas in which services need to improve.



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