

North West London Hospitals NHS Trust

Patient-Centred Care

Funded by the Department of Health, as the first KTP project to be awarded funding via the Health Technology Portal, this project provides recommendations to create the best possible environment for the care of patients and a workplace for staff in the form of new training materials.



This Knowledge Transfer Partnership is set to improve patient experience and reduce staff turnover. In conjunction with the visionary Brent Emergency Care and Diagnostic Centre [BECaD] at Central Middlesex Hospital, Park Royal, London, we will be disseminating best practice models in patient care. This partnership will ensure that new knowledge from the BECaD project on how best to measure and achieve 'patient-centred' care in a modernised acute hospital setting is diffused around the NHS in the form of training courses, manuals and other training materials.

Professor Lorraine de Souza, the Head of the School of Health Sciences & Social Care will lead the project, supported by Paul Parkin in the same department. Professor Zahir Irani, Head of Information Systems and Computing will be providing the academic supervision for the development of the training materials. Dr David King from the NWLH Research & Development Office said 'The NWLH NHS Trust has a strong track record in redesigning services around the patient pathway, with a view to producing best practice models in patient care. We are certain that academic input from Brunel on evaluation processes and the diffusion of new knowledge across the Trust and the NHS will prove to be invaluable in ensuring that we make the most of the fantastic work and research at BECaD.'

Project Objectives

- To conduct a 'before and after' evaluation of the processes and impact of BECaD
- To incorporate quantitative and qualitative methods to provide an holistic picture of the programme [hospital statistics, patient mapping, stakeholder and user perceptions]
- To produce new data on 'lessons learnt' around the redesign of NHS services and provide feedback to key stakeholders across the healthcare spectrum
- To develop marketable evidence-based tools [multi-media training materials – either web-based or CD Rom, guidelines, and workshops] on measuring and enhancing patient experience and involvement
- Disseminate findings and outputs locally, nationally and internationally.

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