



Summary of NICE Guidelines

Title	Patient experience in adult NHS services: improving the experience of care for people using adult NHS services
NICE Reference	CG138
Date of Review:	
Date of Publication	February 2012
Summary of Guidance (Max 250 words)	<p>Over the past few years there has been an increasing focus on the importance of each patient's experience when using NHS services with increasing efforts to optimize these experiences. This guideline has drawn up 14 quality statements with accompanying detailed recommendations relating to patient care with the aim of providing clear guidance on the components of a good patient experience. The guideline is primarily aimed at clinical staff however the principles are applicable to all patient-facing staff within the NHS.</p> <ul style="list-style-type: none">• Staff should be aiming to provide patients with tailored healthcare services which take into account the patient's needs as an individual including their health beliefs, concerns and preferences as well as any physical or psychological needs.• Communication is key to the provision of such a service. Clinical staff should ensure that patients are given adequate time in an appropriate environment to fully understand and discuss their healthcare needs. Information should be provided in a format which is clear and accessible. Communication issues should be anticipated where possible and allowances made for them in advance.• Continuity of care should be ensured as far as possible and patients should be aware of the role that each healthcare professional has in their care. In any circumstance where a patient's care must be handed over to another healthcare team this must be coordinated with care and accurate exchange of information.
Impact on Lab (See below)	<input checked="" type="checkbox"/> Moderate
Lab professionals to be made aware	<input type="checkbox"/> Chemical Pathologist
Please detail the impact of this guideline (Max 150 words)	This guideline will have no impact on laboratory staff who have no patient contact. However in situations where staff may be directly involved in the provision of clinics or the taking of samples for investigations care must be taken to ensure that, where applicable, interactions with patients are conducted according to the 14 quality standards.

Impact on Lab

- **None:** This NICE guideline has no impact on the provision of laboratory services
- **Moderate:** This NICE guideline has information that is of relevance to our pathology service and may require review of our current service provision.
- **Important:** This NICE guideline is of direct relevance to our pathology service and will have a direct impact on one or more of the services that we currently offer.