

2022-2023

Impact Report

The highest quality person
centred care for all, always



By the numbers: Picker's impact in action



200

We have worked with more than 200 organisations to support them to improve the quality of person centred care that they deliver.



170

Over 170 Picker Patient Experience toolkits are in use in more than 15 countries.



1M

We provided the opportunity for over 1 million patients, service users, and staff to evaluate their experience of care.



60

We have hosted more than 60 workshops to help service providers better understand national survey data and thus drive quality improvement.



2

Picker have published two peer-reviewed papers, furthering the understanding and knowledge of person centred care.



9

We have hosted nine webinars alongside partners including NHS England and the Patient Experience Network.

Key highlights: Projects, events, and expertise

○ Picker's partnership with Jersey Care Commission

We partnered with the Jersey Care Commission, conducting their inaugural national patient experience survey programme, engaging over a thousand individuals to evaluate health and care services.

○ Picker secures multi-year contract for NHS National Cancer Patient Experience Survey

We will conduct the National Cancer Patient Experience Survey (NCPES) over three years, producing actionable insights and facilitating workshops to improve understanding and promote best practice in health and care delivery.

○ Global partnership delivers key insight into experiences of cancer

IKCC and Picker published findings from the global Kidney Cancer Patient Experience Survey. Conducted in 2022 across 39 countries and 15 languages, the survey gathered insights from 2,213 respondents, highlighting treatment expectations, shared decision-making, and research awareness.

○ Inspiring improvement with Patient Experience Network National Awards shortlisted projects

Hosted the webinar 'Involving Staff and Patients in Improvement Work' showcasing PENNA-shortlisted projects that used collaborative care strategies for enhancing services.

○ Collaboration with Meningitis Now on adult aftercare needs

Collaborating with Meningitis Now, we examined post-treatment needs of adults recovering from meningitis. Gaps in post-discharge support and information provision were uncovered, informing future interventions for improved care.

○ Researching how Integrated Care Systems (ICSs) approach quality management and improvement

As part of the Quality Safety and Outcomes Policy Research Unit (QSO PRU), we conducted document reviews and interviews across four ICSs: identifying some tensions between quality assurance and improvements.





Influence
Inspire
Empower

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