

NHS South Tees CCG Compassionate Patient Care Giving a voice to a vulnerable group of people

Our Care and Treatment Reviews (CTR) Team ensure compassion and professionalism for patients.

- The team developed easy read documentation with local authority partners to ensure the process is inclusive, accessible and meets patient's needs
- The process looks at patient safety, current care and future planning
- Patients, families and carers are consulted and involved in the process
- Patients, that have been through a CTR have shared positive feedback and their lived experience has helped the CCG to streamline the process even further, by directly influencing the outcome for patients
- The CTR team have delivered an education session to CCG Executive team and to all CCG staff
- NHS South Tees CCG Mental Health and Learning Disability Team were nominated and shortlisted for the HSJ Compassionate Patient Care Award and an North East NHS patient experience award

For more information visit www.southteesccg.nhs.uk or email STCCG.enquiries@nhs.net

