

Nursing Directorate
NHS England
Skipton House
80 London Road
SE1 6HL

November 2017

Dear Colleagues

Always Events National Programme

Working in coproduction with patients, service users and their families and carers is key to ensuring they are at the centre of all we do. We have been working with the Institute for Healthcare Improvement (IHI) and Picker Institute Europe over the last two years to look at how NHS organisations in England can develop consistent ways to deliver those aspects of care experience that matter most to people and that are co-designed in partnership with them and those close to them. The Always Events® programme is being delivered in partnership between NHS England and NHS Improvement, and the approach is fully aligned to the quality improvement approaches NHS Improvement promotes.

Always Events® are those aspects of the patient experience that are so important to patients and family members that health care providers must aim to perform them consistently for every individual, every time. They can only be developed with patients being equal partners in the development of the Always Event. The programme has been very successful, with to date over 55 trusts actively working with us, and we are working towards the target in the NHS mandate to have 100 NHS organisations involved by April 2018.

We believe that this work can make a significant contribution to the necessity for 'genuine involvement of patients and communities' described in Next Steps on the Five Year Forward View published earlier the year and similarly to the Commitment in Leading Change, Adding Value that 'We will work in partnership with individuals, their families, carers and others important to them'.

There is a free programme of support including a face to face launch, coaching calls, individual calls and site visits where relevant. The next cohorts of participating Trusts are being launched in January, February & March 2018 and you can find out more <https://www.england.nhs.uk/ourwork/pe/always-events/>

We have seen the results of this approach in terms of both improved experience of care for those who use our services and also the positive impact on front-line staff who co-design and deliver Always Events. We would therefore encourage any NHS provider organisations

not already involved, to consider to signing up to participate in the Always Events programme.

If you would like more information please contact Claire Marshall, Experience of Care Professional Lead

Claire.marshall3@nhs.net or England.alwaysevents@nhs.net

Yours faithfully

A handwritten signature in black ink, appearing to read 'Jane Cummings', with a large, stylized flourish at the end.

Professor Jane Cummings

**Chief Nursing Officer for England and
Regional Director - London**

A handwritten signature in black ink, appearing to read 'Ruth May', with a simple, elegant cursive style.

Ruth May

**Executive Director of Nursing,
Deputy CNO & National Director
for Infection Prevention and
Control, NHS Improvement**