



Best Patient-Centric Approach

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Winning Entry:

Working with the NHS: Patient centric service co-design in Surrey Heartlands



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Entrants' Short Summary

Working together, Surrey Heartlands NHS Sustainable Transformation Partnership (STP) and M3 Global Research have started what could truly be considered transformational in terms of culture change within the NHS. For the first time, their formal approach to patient engagement and patient/stakeholder co-design for the cardiovascular disease workstream has resulted in patient-led priorities and improvements.

Now being advocated as best practice for ongoing work across the NHS in collaboration with The King's Fund and NHS England the project has demonstrated the benefits of a patient centric approach and illustrates why (and how) the NHS needs to change its approach to engagement.

What the Judges said:

"This entry focused on **engaging with the NHS** – in an area where there was an important rationale for change. The project demonstrated a strong commitment to **improve current lack of patient representation** – i.e. to include hard to reach or high-risk groups. There was strong evidence of **recommendations put into action** and ongoing patient engagement beyond the completion of the research."

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