This programme supports the delivery of the Nursing and Midwifery Strategy “Compassion in Practice”. We know there is a strong link between excellent reporting and first-rate healthcare. The ‘Open and Honest Care’ Programme marks a watershed in the NHS, and exemplifies its ambition to deliver safe, high quality care for all, with an ethos centred around honesty and transparency. Participation in the programme is voluntary and helps to build a culture of safe, compassionate care that staff and organisations can be proud of.

**Aim:** To drive improvement in healthcare through an open and honest reporting culture, that is easily accessible, and meaningful to staff and patients, and the public.

**Background:** The Programme supports healthcare organisations to publish safety, experience and improvement data together in the one report; with an overall aim of improving patient experience, clinical practice and creating a culture of safe compassionate care. The intention is to move upstream to a preventative model of reporting where data is shared openly with everyone from Ward to Board.

**What metrics do we report?**

- **Safety**
  - NHS Safety Thematics
  - ICU Pressures/Stress
- **Experience**
  - Friends and Family Test
  - Patient Rated Experience
- **Improvement**
  - Investing in Behaviour Change

**Edge Hill University Evaluation of the Open and Honest Care Programme**

- Overall the study findings suggest that the Open and Honest Care Programme is highly valued as an integral part of continuous improvement in practice and is recognised as contributing to a culture of learning and improvement.

- The combination of metric and narrative information relating to patient safety and patient and staff experience enables NHS Trusts to bring into sharp focus areas where patient centred improvements are needed and can be made, facilitating them to target specific interventions or resources.

- Combined with effective feedback strategies, support, education and training, the Open and Honest Care Programme not only helps ward based staff to identify areas for improvement but also energises and empowers them to act on these indicators and helps them to celebrate the effectiveness of their actions.