We care for more than 100,000 people at any one time and making sure everyone receives high quality and compassionate care is our number one priority.

To make sure we get it right, we are working with people we care for, their loved ones and supporters, and our staff to drive continuous improvement and consistency of care.

In my situation, obviously with Joshua's special needs, not everybody gets it, not everybody understands. But they've been absolutely fantastic, you know, adapting to him, making life a lot easier.

They're on the end of the phone whenever we've needed them. They said it doesn't matter how small the problem seems, they're always on the end of the phone to help out or answer or give us guidance.

It's a bit bewildering, you know, because you come in, you're not in the right frame of mind. But the staff were really good at doing their job, but also making you feel comfortable and that's been my experience all the way through.

So often people talk at you and that was nice to have someone to talk to me.

Under virtual hospital my care is absolutely fantastic. It has saved me now going to the hospital, waiting for 999, ambulances.

Good quality of care for me is I like to be treated the way that a nurse or a doctor would treat their family members. Talk to me, explain to me what's going on.

Quality of care means making sure our services are safe and effective, and that all our patients, families, carers and staff, have a good experience.

Our commitment to improving patient safety remains a high priority for us as an organisation.

We are using insights from data, research and reviewing how we work to enable us have a greater understanding of areas of successes and those that need to improve.

Involving people who use our services, their carers, staff, and other organisations in our work gives us the opportunity to listen and act on their feedback.

We are also designing and delivering improvement programmes with their support to ensure our services are safe and sustainable.

We know there is more we can do. In view of this, we are working with experts to ensure our systems and processes are robust and enables us to learn from patient safety incidents to prevent adverse events from happening again.

We are committed to ensuring everyone has the skills and opportunities to improve safety across all of our services.

People are at the heart of everything we do, and we are committed to make sure everyone receives the right care, tailored to their individual needs.

Effective care achieves consistency, reliability, good outcomes, and is based in evidence.

We will use feedback, best practice, national guidance, and learning to ensure our services are fit for purpose and meet the needs of our communities.

Peer support workers, specifically inpatient, are people with lived experience who are helping those patients on the ward to have a more successful, better recovery.

We do one-on-one walks. We do groups maybe with discharge planning, part of the reviews, anything that will help, again, make them more successful in discharge and having a better transition into the community.

It actually helps add that human element to patient care.

What I've heard being on the wards is that the patients are really looking for more people that can empathise and be more compassionate with where they're at in their process of recovery.

At Essex Partnership University Foundation Trust, we know that experience is a really important part of care and we want the people that use our services to have the best experience of care possible.

And so we're inviting those people to work with us to co-design and co-produce our services to ensure the best possible experience.

People with lived experience are helping us co-design and shape our services and are supporting us to improve the care we provide.

We also want to empower people to have a choice and share decision-making, and feel hopeful for the future.

From a lived experience perspective, it's about providing the appropriate resources, providing the amenities that are going to make a real difference to the quality of my life.

Probably the foremost of good quality care is listening to patients and having an individualised approach.

Whatever practitioner that's working with that patient needs to identify their needs and work towards their individual goals.

If you can improve the quality of care with patients and patients can see that that quality of care is having an impact, I think you get a better results.

The other most important way of improving quality is communication and also what the service is going to do for them, and also giving patients the opportunity to ask questions as well.

And it's taken that time to alleviate any questions or worries or anxieties that patient may have so that they can fully engage in the process, making that person part of that goal planning process.

It's more individualised, it's more, inspirational, aspirational, that the patient feels that they can ask any question they want and that they come away from that consultation thinking,

I know that they're going to look after me, I know that I'm going to be able to put my faith and confidence in them because they're providing quality care.

We care for people every day.

And what we do together matters.

Quality of care and helping people to stay well drives everything that we do.

We are committed to bringing people together to create safety, effectiveness and experience.