



National Care
Experience
Programme

Strategy 2025-
2027

Background

The National Care Experience Programme (NCEP) seeks to improve the quality of health and social care services in Ireland by asking people about their experiences of care and acting on their feedback. The National Care Experience Programme is a joint initiative by the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE), the Department of Health and patient and or service-user partners.

The NCEP undertakes surveys in a range of care areas, seeking to capture the experiences of people using services and publish the results. Surveys are designed to capture people's experiences across both community and a variety of acute settings and to provide a holistic understanding of people using these services. The NCEP gathers feedback at each stage of the care journey from the community to hospital admission and post discharge to better understand the continuity of care from the perspective of people using these services. This approach also allows for targeted improvements in communication, coordination, and overall care by identifying gaps or inefficiencies that exist in the transition between settings. A comprehensive survey strategy ensures that people's experiences are captured, enhancing both quality of care and service user experience, in diverse healthcare environments.

The NCEP operates the following surveys:

- National Inpatient Experience Survey
- National Maternity Experience Survey
- National Nursing Home Experience Survey
- National Maternity Bereavement Experience Survey
- National End of Life Survey
- National Mental Health Experience Survey (in development)
- National Cancer Care Experience Survey (in development).

Each survey aims to learn from peoples' feedback to identify what is working well and what needs to be improved when it comes to care in health and social services. The findings are published to support and enable sustained improvements in overall care experiences. The NCEP Research and Analysis team publishes survey findings and data, engages in academic research, and develops educational material to help people understand care experience surveys. All NCEP publications and academic papers are published [here](#).

Find out more about the NCEP at www.yourexperience.ie.

National Care Experience Programme Strategy 2025-2027

Mission:

To gather comprehensive feedback from people using services across health and social care; improving quality, patient experience and outcomes through data-driven insights.

Vision:

To empower service providers with insights that drive continuous improvement, enhance service user experience and ensure optimal care outcomes.

Values:

| | |
|--|--|
| Human Rights | We promote and champion human rights |
| People Centred | We value and respect the needs of the people we work with and for |
| Fair, Objective & Equitable | We are fair, objective and proportionate in our work |
| Open & Accountable | We communicate how we work and the outcomes of what we do |
| Excellence | We strive to constantly innovate and seek to improve the quality of our work |
| Quality | We support continual quality improvement for people who use services |
| Collaborative | We work in partnership with all colleagues and stakeholders |

Objectives and Priorities:

The National Care Experience Programme will achieve its vision by delivering on its key objectives by December 2027.

Objective 1: To capture the voice of people using health and social care services

The National Care Experience Programme will ask people about their care experiences to maximise the understanding of what works well and what can be improved in health and social care services in Ireland.

Priorities

By 2027, the National Care Experience Programme will have:

- conducted national surveys to capture experiences in the following areas of care; inpatient acute, maternity, nursing homes, end of life, mental health and cancer*
- identified key areas for new care experience surveys through the NCEP prioritisation process
- reviewed survey methodologies to ensure they remain fit for purpose, inclusive of diverse populations and marginalised communities, and aligned with current legislation, national standards, relevant national policies, and strategies
- assessed the implications of the Patient Safety Act 2024 by determining whether it is appropriate and feasible to include Ireland's private hospitals in the National Care Experience Programme
- reviewed the feasibility and readiness of the infrastructure to implement locally run surveys in the HSE Health Regions by conducting a readiness assessment in one Health Region to identify the capacity and capabilities required.

Objective 2: Provide insights to drive improvements in health and social care

Working in partnership with key stakeholders and service providers, both public and private, the National Care Experience Programme will seek to optimise access to care experience data across multiple platforms, providing contextual information and analysis as well as equipping health and social care services (in both acute and

* All surveys will be carried out during this strategic period based on the achievement of a consolidated funding model for the NCEP

community settings) with critical insights to support evidence-informed decision making.

Priorities

By 2027, the National Care Experience Programme will have:

- provided key stakeholders with platforms to interrogate survey findings within and across survey themes and questions to assist with identifying and supporting key areas for improvement across all health and social care services
- reported and acknowledged the service user experience across surveys over a 10 year period
- integrated survey data into decision-making frameworks to inform and influence practice, national policy and legislation in line with the NCEP's Memorandum of Understanding (MOU)
- collated and published the NCEP's impact report to demonstrate the effectiveness of the programme
- further developed and enhanced the capability for all users of the data by providing appropriate training to promote the use of survey data in health and social care services
- continue to publish academic papers to elevate the voice of people using services at national and international level.

In keeping with the terms of the NCEP's MOU, all parties are committed to addressing the survey findings. By 2027:

- **HIQA** will have considered the use of the findings to inform the development of HIQA national standards, guidelines, guidance and recommendations
- **The Department of Health** will have provided leadership and policy direction for the health sector to improve health outcomes and quality of services
- **The HSE** will have published action plans for each survey aligned with the reporting plan, and follow up with assurance reviews assessing the delivery and effectiveness of the action plans.
- **Advocacy Groups, that is National Advocacy Service and SAGE Advocacy** will provide education and support to patient's caregivers and members of the public to support a patient centred and culturally sensitive approach.

Objective 3: Strengthen stakeholder involvement through building a collaborative model

The National Care Experience Programme will amplify the impact of the programme by fostering stronger collaboration and partnerships with key stakeholders.

Priorities

By 2027, the National Care Experience Programme will have:

- ensured that the data from the NCEP is fit for purpose for the six HSE Health Regions within the programme
- established clear communication channels, fostered collaboration and agreed roles and responsibilities
- enhanced inclusivity by amplifying the voices of marginalised groups through an integrated, culturally sensitive approach that promotes health equity through collaboration and partnership
- explored the potential of establishing a partnership for public and patient involvement in the NCEP
- established a minimum of two or more agreements with professional bodies in health, mental health and social care to incorporate use of findings within their programme of work.

Objective 4: Build a high-performing and innovative research offering to provide insights and guidance to health and social care services

The National Care Experience Programme will drive the use of survey data to enhance the overall impact of the programme.

Priorities

By 2027, the National Care Experience Programme will have:

- worked with academic partners to provide insights across the seven survey settings
- identified and exported NCEP data to open access repositories to promote awareness and facilitate access to data
- improved accessibility of data through upgrading reporting tools, outputs and website

- provided statistical tools and training to service providers and researchers to support cross-survey analysis
- established formal student placements opportunities and sponsored PhD programmes in collaboration with academic institutions and professional bodies
- extended the NCEP reach and impact across Europe, identifying opportunities and grants to build a Europe-wide community.

Enablers

The National Care Experience Programme requires the following to enable us to achieve our strategic objectives:

Committed Partnerships

By 2027, the National Care Experience Programme will have:

- continued to foster and build on existing relationships with key stakeholders including patient and public involvement groups
- created communities and networks to facilitate and drive improvements in care promoting knowledge sharing across all service providers
- collaborated with academic partners and stakeholders to establish research agreements, grant application and European grants
- created communication plans based on collaboration, transparency and continuous engagement.

Effective Governance Structures

Appropriate governance structures will be established to support and achieve NCEP's strategic objectives. By 2027, the National Care Experience Programme will have:

- ensured appropriate NCEP governance structures are in place, including NCEP Steering Group and advisory groups for each survey to oversee and ensure delivery of the NCEP Strategy 2025-2027
- established a consolidated funding model and its associated governance structures to deliver the suite of national surveys
- ensured all survey programmes are aligned with the NCEP's Information Governance Framework
- adhered to the NCEP prioritisation process in making decisions relating to the implementation of new care experience surveys.

Legislative and strategic remit

All programmes of work will be implemented in compliance with existing and new legislation while driving initiatives to support long-term strategic objectives.

By 2027, the National Care Experience Programme will have:

- developed and implemented national survey programmes in alignment with national priorities and legislation
- adhered to and adapted rigorous data privacy protection and ethical standards adhering to current and any forthcoming legislation
- reflected the impact of new legislation and policy on the NCEP
- reviewed and updated the NCEP Information Management Framework to ensure compliance and alignment with National Standards for Information Management in Health and Social Care, HIQA.

Data and digital ability

The National Care Experience Programme data and digital capabilities will be advanced to effectively deliver the strategic objectives.

By 2027, the National Care Experience Programme will have:

- created a NCEP digital solution in partnership with stakeholders to maximise the use of survey findings driving improvements in care and informing policy
- enhanced the public facing data visualisation platform to ensure it is user-friendly and makes the findings accessible
- improved the NCEP website to support programme expansion by developing a user-friendly interface that enables stakeholders, including the public and health and social care professionals, to find the information they require
- leveraged data and digital technologies to maximise survey participation and data analysis
- established frameworks and infrastructure to inform and influence the development of a data warehouse which will enable a centralised repository to enhance reporting, analysis and decision-making.

Implementation and Monitoring

The implementation of this strategy will be monitored and reviewed by the NCEP Steering Group. The objectives set out in this strategy, together with national priorities and external factors, will inform the NCEP annual business plans. The delivery of these business plans will ensure that the objectives are achieved over the three years of this strategy.



National Care
Experience
Programme

