

The Feedback Dialogue

When thinking about information from
patients we need
to separate out the individual
from the collective



Share your experiences of giving feedback to a service you use

- was it positive?
- did you feel valued?
- did you want to do it again?
- how do you perceive it being used?



Feedback from patients

Do you know the answer before you asked?

•What do you propose to do with the results?

Has somebody else asked a similar question recently?

•Will you be able to act on them?

What happened to the results?

•How will you inform patients what you have done with their material?

Ways of obtaining feedback

- Ask sample of patients to write down a comment on a blank piece of paper at set intervals
- Ring up sample of patients periodically to ask if they have any comments or suggestions
- Have a comments box supported by a board with a selection of patients comments and the action taken
- Could be supplemented by information about how much staff value being told if the service was good
- Patients asked to record in book particularly good behaviour as reward to staff
- Comments from patients displayed in public area

Feedback from patients

Tracking patients journey

Shadowing

Compliments

Complaints

Surveys

Volunteers

Interviews

One to one questions

Risk Management

Forms

PALS

www logs



Feedback - public

- patient satisfaction surveys
- opinion polls
- standing panels
- research panels
- community issue groups

- electronic feedback
- citizens' juries
- consensus conferences

