

The Feedback Dialogue

When thinking about information from
patients need
to separate out individual from 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

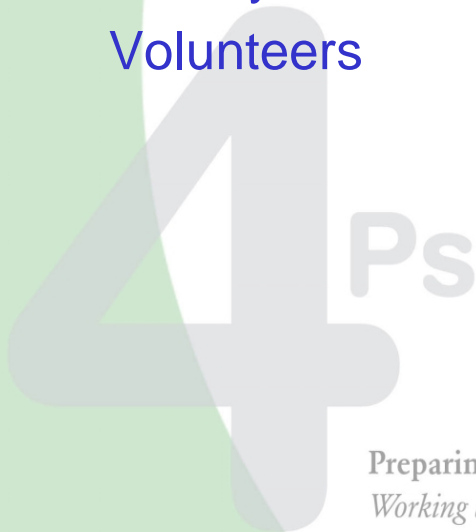
Interviews

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