

3.1 A survey utilising the Friends and Family Test (FFT) with space for free text comments to be completed via digital kiosk within study sites, a website online, pen and paper version

3.2 Guidance and information to support use of the new tools for:

3.2.1 Staff

3.2.2 patients and carers;

3.3 New text mining programmes for analysing patient feedback data

3.3.1 The open-source code for the text mining analysis is provided via the following website <http://gnteam.cs.manchester.ac.uk/depend/>

3.4 New templates for reporting feedback

3.5 A new process for eliciting and recording verbal feedback within community Site B services.

Site C1 Online Survey Draft

Survey Created:

Survey Changed:

Client: DEPEND

Survey: Site C1 Medical Practice Survey ONLINE Version copy

ID: 14

Link to DEMO version (use Internet Explorer)

<https://secure.crtviewpoint.com/Online/Survey/Preview/624A14>

Start Message: Please tell us what you

think about our general practice service at Site C1 Medical Practice

End Message: Thank you for helping us to improve our general practice service at Site C1 Medical Practice.

1. This is a short survey with two main questions. To keep your answers private, please do not enter any personal information such as names or contact details.

(Multiple Choice, select one only)

- Press here to continue

2. Are you a patient at Site C1 Medical Practice?

(Multiple Choice, select one only)

- Yes
- No

Route to: Q4

3. Do you provide care for someone who uses the general practice service at Site C1 Medical Practice?

(Multiple Choice, select one only)

- Yes
- No

Route to: Q9

4. 1. How likely are you to recommend this general practice service to your friends and family if they needed similar care or treatment?

(Multiple Choice, select one only)

- Extremely unlikely
- Unlikely
- Neither likely nor unlikely
- Likely
- Extremely likely

**5. 2. Please tell us about your experience:
(including good, bad or just ok)**

(Open Ended)

- Free Format Text

6. Are you?

(optional question)

(Multiple Choice, select one only)

- Male Route to: Q8
- Female Route to: Q8
- Other Route to: Q7
- I prefer not to say Route to: Q8

7. Please specify

(Open Ended)

- Free Format Text

8. What age are you?

(optional question)

(Multiple Choice, select one only)

- 0-15 years Route to: End
- 16 -24 years Route to: End
- 25-34 years Route to: End
- 35-44 years Route to: End
- 45-54 years Route to: End
- 55-64 years Route to: End
- 65-74 years Route to: End
- 75-84 years Route to: End
- 85 years Route to: End
- I prefer not to say Route to: End

9. Thank you for your interest in giving feedback. At the moment this survey is only for people who use the general practice service here at Site C1 Medical Practice.

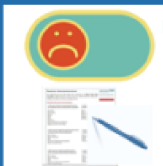
(Multiple Choice, select one only)

- Press here to end the survey Route to: End

Let us know about what you think about our service in rheumatology



Describe what we did well



Describe what we could do to improve

"I was extremely impressed with the care I received from all the medical and support staff. They all treated me with great professionalism and humour"

"Good service. Staff hard pressed. Inter-departmental communication is a weakness"

"The department was extremely busy, and I was amongst a lot of other people, but I was still very well looked after"

"Everyone in rheumatology were professional and friendly, and made me feel more comfortable even when I was scared, or worried. The team are a credit to the NHS."

Please complete our survey using one of these methods

Touch screen survey at our new kiosk



Pen and paper survey available



Online survey available at



A new approach to collecting and documenting feedback from service users for quality improvement

What is the DEPEND project and why is a new approach needed?

The [DEPEND research project](#) is investigating the best ways to collect and use feedback from service users and carers to make it useful for quality improvement within specific staff teams. The Site B (Site B) is working in collaboration with the University of Manchester for this project. Based on our initial stage of the research, we found that staff, service users and carers thought that survey questions are not always helpful. This is because the questions are very general, and many people will not respond, especially when unwell. Staff and service users talked about the value of face-to-face discussion about experiences of Site B services. This was viewed to be something that happens anyway during visits and conversations but is not always documented in detail or systematically.

What is the new approach?

The new approach suggested by the team is to collect and document feedback based on their visits systematically and formally within the 'plan, outcome, action' field of the electronic care record.

The team have also drafted some questions that might help to trigger this discussion routinely at the end of a visit. However, use of questions needs to be flexible and sensitive to individual circumstances and context of each visit.

Capturing the discussion formally as feedback will provide a more sensitive and inclusive process. This should also be more consistent with a recovery model of care. It might help to make feedback more meaningful and useful to individual staff, the team locally, and the wider Trust.

Having discussions about experience of service formalised as feedback and analysed in an aggregated way will also allow common issues to be identified and reflected upon at team meetings, and enable these to inform best practice.

How should staff tell service users about the new approach?

At home visits, staff should let service users and carers know that as a team you are testing out a new approach to the way you currently collect feedback and explain this. You may like to use this sheet as a guide, or you could say something like this to introduce the new approach...



*“As a team, we are starting a **new approach** to asking for feedback on how people experience our services. At each visit, I will ask you if you have any feedback that I can note down. This will enable us to ensure we can give the best possible service and support”*

Staff need to ensure service users know that they are not under any pressure to give feedback in this way, and they can also give feedback using the usual anonymous surveys done within the Trust.

Initiating a discussion about experience of service

The team recognise that sometimes feedback is given naturally in discussions with service users, and sometimes people ask specifically about this at the end of a visit, but this varies according to circumstances. Sometimes specific questions can trigger a discussion to enable clients to give feedback. The team have drafted a few questions (see Table 1) as a guide to prompt such discussions.

Table 1: Possible questions

Example trigger questions
How are you feeling after today’s visit?
Can you say what has been helpful, or unhelpful?
Is there anything that you have found difficult?
What are your views about what we’ve talked about today?
Have we addressed all the issues needed today?
Have we covered all the questions that you’d like to ask?
Have your expectations been met today? [Possible prompts: timekeeping, communication]
Was everything useful [or ‘of value’] that we discussed today?
Is there anything you’d like to change [or, ‘look at in more detail’] as a result of today’s visit?
What shall we plan in terms of the next visit?

Documenting the feedback?

The care coordinator will record the discussion about their experiences of care at the end of the visit within the 'plan, outcome and action' field in the electronic care record. Please note down any discussions or comments that are relevant, and if you used a specific question. It is also helpful to record reasons why feedback is not documented; for example, if the circumstances made this difficult, or if the client did not want to give any feedback. This will help us to understand how useful this new process is.



When will this new approach start?

We will start the new approach of collecting and documenting feedback at the beginning of September 2017 and it will be tested over a period of approximately 6 months until the end of February 2018.

How will the team and the Trust leads receive the analysis and presentation of feedback?

The DEPEND team will summarise and produce a report of what feedback is given in this way each month. We will liaise with the team to consider how best to summarise information to make it most useful for the team. We will also summarise issues raised by the team regarding the process itself, including any benefits and problems.

What other methods are available for service users and carers to give their feedback?

The Trust is also introducing a new programme of collecting feedback digitally using ipad devices in specific areas around the Trust. Service users can also give their feedback using an online version of the questionnaire, available here: [] or using the QR code here:

However, we know it is unlikely that one method of collecting feedback will suit all clients. Service users and carers will still be able to complete the existing pen and paper questionnaires to give their feedback. The idea is that this new process of collecting verbal feedback being tested out by the community team will provide an additional way of enabling people to give feedback. Importantly, the new process should provide more useful information for the team to reflect on their specific practice, enabling ongoing high quality service provision.

What support is available for the team?

There is a DEPEND researcher, [REDACTED] who will support your team throughout this 6 months to encourage the new process of collecting and documenting feedback to evolve and improve and embed into everyday practice. [REDACTED] will be observing how this works in practice. Please contact [REDACTED] if you have any questions:

