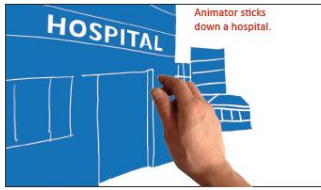
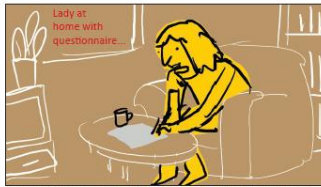


DEPEND ANIMATION



THE WAY WE CURRENTLY GATHER FEEDBACK ABOUT PATIENTS' EXPERIENCES USING NHS SERVICES IS NOT IDEAL.



PATIENTS OFTEN HAVE TO REFLECT ON THEIR EXPERIENCES LONG AFTERWARDS.



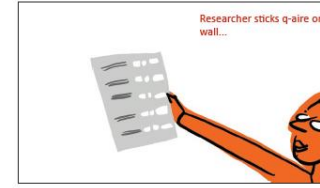
DEPEND ANIMATION



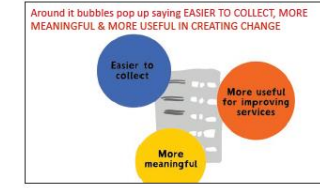
QUESTIONS ARE VERY GENERAL AND RESPONSES ARE OFTEN LIMITED TO TEXT BOXES.



ANY COMMENTS ARE TIME-CONSUMING TO PROCESS AND DON'T GET ANALYSED, SO IMPORTANT FEEDBACK CAN BE MISSED.



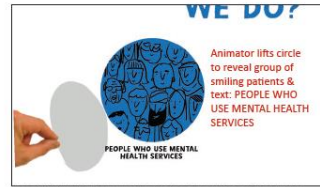
SO WE CREATED A STUDY...



SO WE CREATED A STUDY TO SEE IF WE COULD MAKE FEEDBACK FROM PATIENTS AND CARERS EASIER TO COLLECT, MORE MEANINGFUL AND MORE USEFUL FOR IMPROVING SERVICES



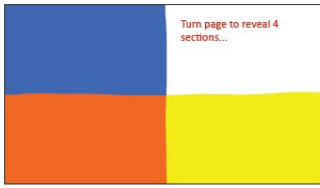
Flip page to reveal text WHAT WE DID.



WORKING WITH TWO GROUPS OF LONG-TERM SERVICE USERS...



Reveals 2nd group & text: PEOPLE WHO USE SERVICES FOR LONG-TERM PHYSICAL ILLNESSES LIKE ARTHRITIS



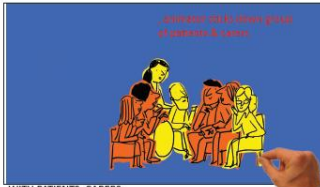
...OUR STUDY WAS DIVIDED INTO FOUR PARTS.



Zoom in to 1st one- text appears- PART ONE: DISCUSSION.



FIRST WE DISCUSSED CURRENT OPINIONS AND IDEAS ...



WITH PATIENTS, CARERS...



AND STAFF...



Zoom in- patient points to question and staff member points to comments.



MANY PATIENTS AND CARERS DIDN'T UNDERSTAND WHY FEEDBACK WAS COLLECTED, HOW IT'S USED OR WHAT CAN BE INCLUDED.



A LOT OF STAFF AND PATIENTS FELT THAT CURRENT QUESTIONS WERE TOO GENERAL TO BE MEANINGFUL FOR IMPROVING SERVICES...



AND THAT DETAILED COMMENTS WOULD BE MORE USEFUL IF THEY CAN BE PROPERLY ANALYSED.



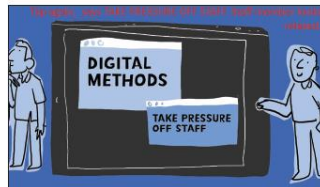
MANY STAFF ALSO FELT DISTANCED FROM THE PROCESS OF GETTING AND USING FEEDBACK.



BUT PEOPLE WERE POSITIVE ABOUT THE POTENTIAL FOR DIGITAL METHODS...



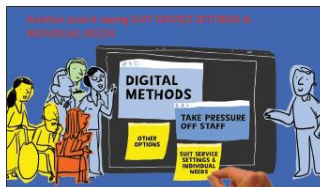
Member of staff taps screen which reads DIGITAL METHODS



ESPECIALLY IF IT TOOK PRESSURE OFF STAFF.



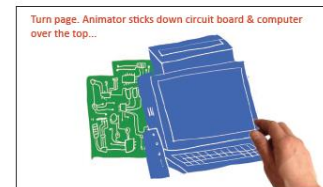
AND AS LONG AS OTHER OPTIONS ARE CONSIDERED...



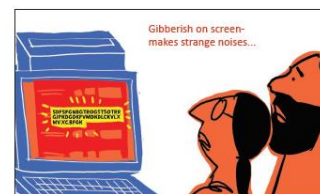
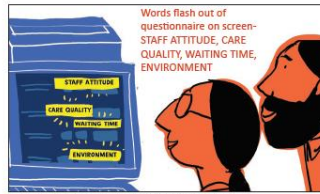
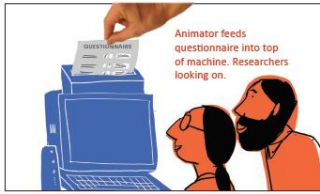
TO SUIT SPECIFIC SERVICE SETTINGS AND INDIVIDUAL NEEDS.



Turn page- new heading says PART TWO: TEXT MINING.

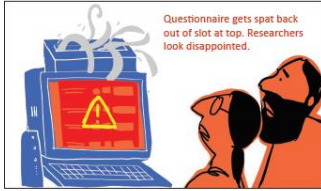


WE THEN DEVELOPED COMPUTER PROGRAMMES TO ANALYSE RESPONSES GIVEN IN QUESTIONNAIRES - A PROCESS KNOWN AS 'TEXT MINING'



THIS REVEALED SOME INTERESTING INFORMATION.

BUT INFORMAL LANGUAGE, AND POOR SPELLING AND GRAMMAR MADE DEEPER USE A BIT TRICKY.

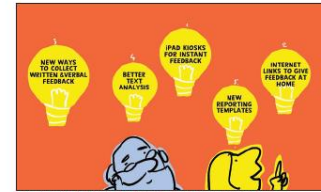


WE WORKED WITH USERS, CARERS AND STAFF TO DEVELOP NEW FEEDBACK TOOLS...

New page- a head pops in to bottom of screen- lightbulb pops up saying IPAD KIOSKS FOR INSTANT FEEDBACK



More heads & lightbulbs- they say INTERNET LINKS TO GIVE FEEDBACK AT HOME and NEW WAYS TO COLLECT WRITTEN & VERBAL FEEDBACK



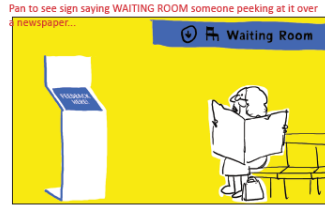
More heads & lightbulbs- BETTER TEXT ANALYSIS and NEW REPORTING TEMPLATES



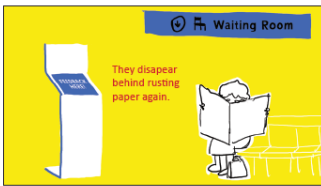
...INCLUDING IPAD KIOSKS.



FINALLY WE TESTED THEM.



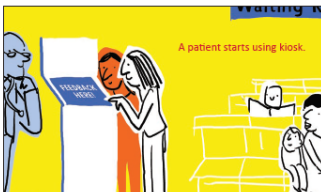
RESPONSES WERE MIXED ACROSS DIFFERENT SITES. DESPITE GENERAL POSITIVITY...



LOTS OF PATIENTS WERE APPREHENSIVE ABOUT USING THE KIOSKS.

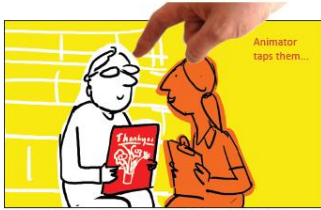


MOST FOUND IT EASY ONCE THEY STARTED AND IF THEY HAD HELP AND ENCOURAGEMENT

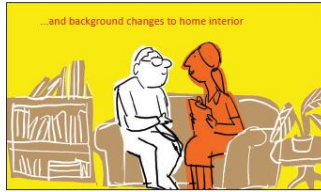


BUT AGREED THERE NEEDED TO BE OPTIONS FOR THOSE WHO DIDN'T...

AND INFORMAL POSITIVE FEEDBACK SHOULD COUNT TOO.



AND MANY FELT THE BEST WAY TO GET DETAILED CLINICAL FEEDBACK WAS FACE-TO-FACE...



ESPECIALLY AMONGST PEOPLE WHO RECEIVED HOME VISITS FOR THEIR MENTAL HEALTH CARE.



WOMAN HANDS CLIPBOARD TO STAFF MEMBERS, READING IPADS & PAPER...



STAFF THOUGHT NEW WAYS OF ANALYSING AND REPORTING FEEDBACK GAVE NEW INSIGHTS...



BUT WE DIDN'T SEE ANY CHANGES IN SERVICE PROVISION DURING THE TESTING PERIOD



Back to 4 squares with text on. Researchers gather round.



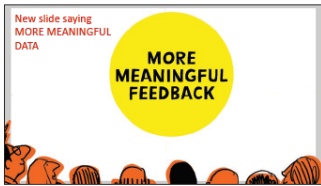
New slide presented by Caroline says WHAT WE'VE LEARNED.



OVERALL THE STUDY SHOWS THAT IMPROVEMENTS IN THE CYCLE OF DATA COLLECTION, ANALYSIS AND USE ARE POSSIBLE AND NECESSARY.



Circles appear, saying: IMPROVE PARTICIPATION. MAKE THE MOST OF POSITIVE FEEDBACK TOO. ENSURE FEEDBACK TURNS INTO REAL IMPROVEMENTS TO CARE



EVERYONE AGREED THAT DATA NEEDS TO BE MORE MEANINGFUL



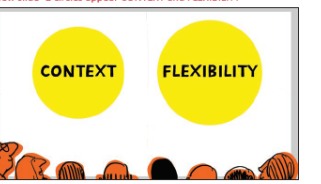
Circles read BETTER SUMMARIES AND REPORTING BETTER USE OF INFORMAL FEEDBACK LIKE DISCUSSIONS



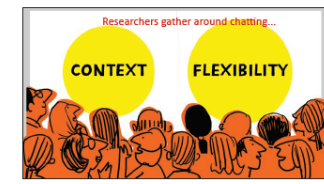
BUT NEW TOOLS NEED TIME AND SUPPORT TO BE UNDERSTOOD AND EMBRACED.



Circles read LEADING STAFF MEMBERS ARE ENTHUSIASTIC FOR CHANGES. HELP AND INFORMATION IS AVAILABLE FOR PATIENTS AND CARERS



SO LOOKING AT THE CONTEXT AND FLEXIBILITY OF FEEDBACK TOOLS...



IS ESSENTIAL FOR USING THEM TO IMPROVE SERVICES AND PATIENT EXPERIENCES IN THE FUTURE.

