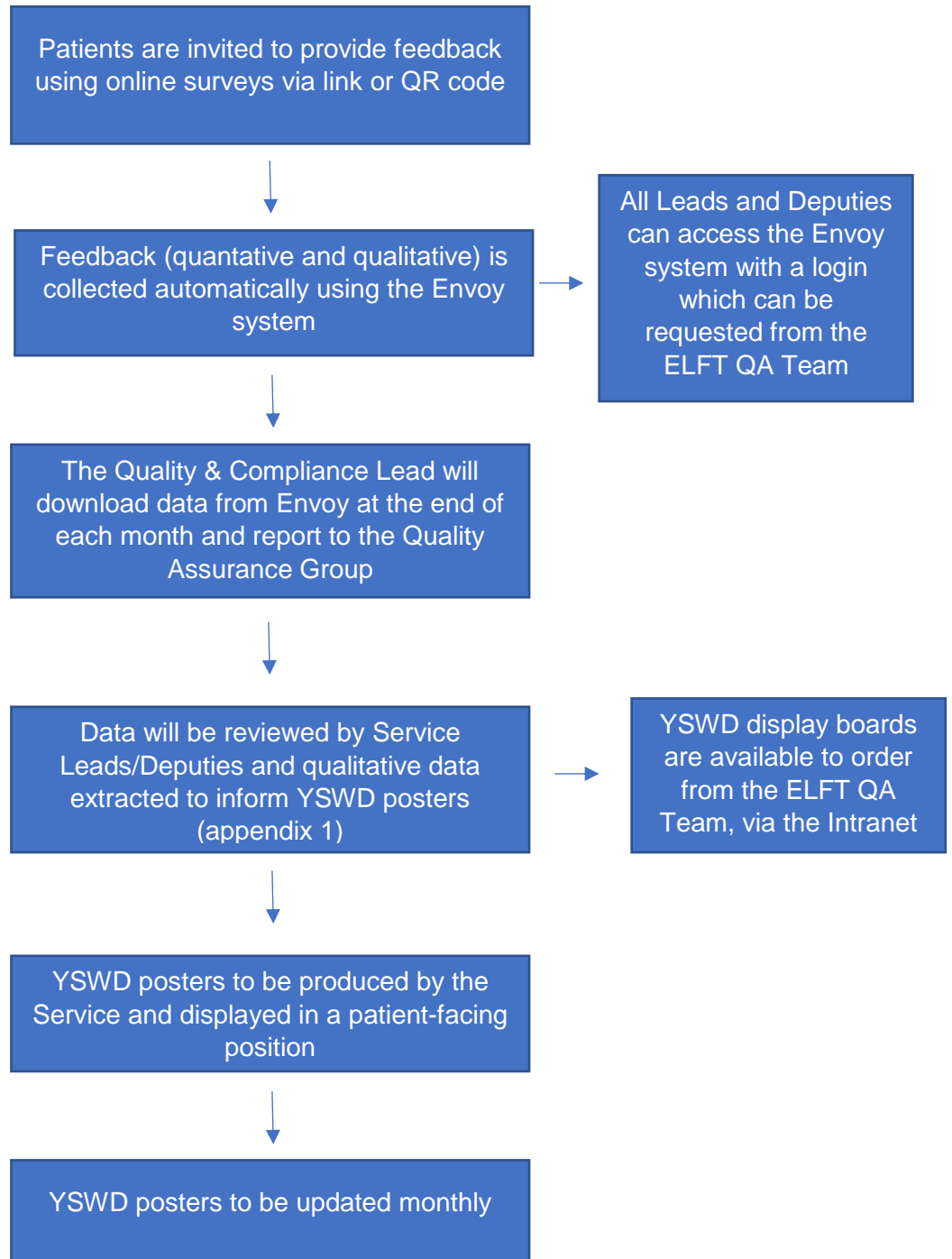


**Primary Care**  
**Patient Reported Experience Measure (PREM) and You Said, We Did (YSWD)**  
**Process Chart**

Version	1.0
Approved By (sponsor group)	Clinical and Non Clinical Policy Review Group
Ratified By	Quality and Assurance Group
Date Ratified	13 <sup>th</sup> May 2021
Name and Job Title of Author	Joanne Alder-Pavey, Quality & Compliance Lead
Executive Director Lead	Mohit Venkataram
Implementation Date	May 2021
Last Review Date	March 2021
Next Review Date	March 2024



# You said, we did

## Listening to your feedback

Insert team name

Insert date



**What you told us**



**What we did**

Insert text

Insert text

Insert text

Insert text

Insert text

Insert text

**We welcome comments from service users and carers about our services and have developed a number of ways in which people tell us about their experiences. Please speak to a member of staff for details**



BLANK you said we  
did poster .ppt