

COLLECTING PATIENT EXPERIENCE DURING COVID-19 RESPONSE

Short guidance for clinical services @ELFT

PATIENT EXPERIENCE QUESTIONS

[CLICK HERE FOR SURVEY LINK](#)



1. I feel listened to by the team
2. I feel I have been given enough information regarding my care
3. I feel involved in decision about my care
4. The professionals involved with my care talk to each other. We all as a team.
5. While receiving care during COVID, what has worked well? (Free text)
6. Is there anything we could have done better during COVID? (Free text)
7. If you have experienced telephone/video sessions, were these helpful?

WAYS TO COLLECT FEEDBACK

You know your service users best!

These are the available options. Please use as many as you like.



1. Text messages - to opt out from this option, please contact QA Team elft.qa@nhs.net
2. Collect feedback verbally during patient meetings or 1:1 sessions
3. Phone calls using Weblink to collect and enter responses
N.B. Trained service users can be an option to help services to collect the feedback via phone through Befriending Service
4. Direct email to the service users with the Weblink to the survey
5. Personalised way of collecting feedback

ACCESSING YOUR DATA



Every directorate has a dedicated lead who is able to access your data. If you are experiencing difficulties, please get in touch with the QA team for further support.

RESPONDING AND FOCUSING ON IMPROVEMENT



Easy and quick access to the responses provided enables you to instantly understand and work on improving patient experience.