

Patient experience

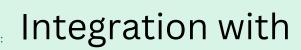
↓ LATEST NEWS ↓

After a series of focus groups with service users, carers and staff the Trust has launched **new PREM questions.**

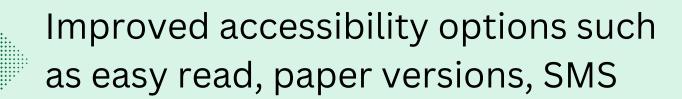
We started using CIVICA, a new platform to collect feedback.

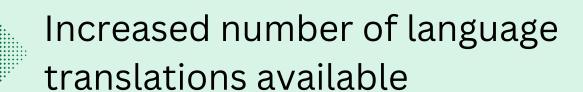
Service users, carers, friends and family members should have an opportunity to share their experiences and suggestions, and get a response from the services.

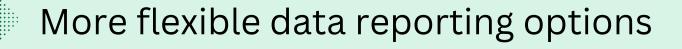
What is new?

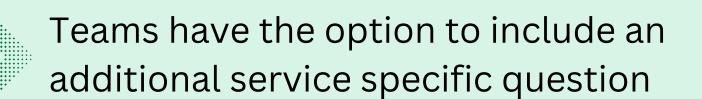












How to be ready?

Update resources

- Make sure all old survey links are replaced
- Add the new QR code on your team's poster
- Update paper surveys with the new version

Review methods

Take the opportunity to review as a team how you are currently collecting feedback, reviewing it and using it for improvement.

Check out Civica Userguide

PREM drop-in sessions

- Thursday 11th Jan 10:00 10:45
- Tuesday 23rd Jan 15:00 15:45

Civica training sessions (limited spaces)

- 7th February 10am 11am
- 27th February 11am 12pm



Still have some questions?

Reach out to your Governance lead,
PREM lead or the Quality Assurance team
on elft.qa@nhs.net