

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?

- Integration with  Care Opinion
- Improved accessibility options such as easy read, paper versions, SMS
- Increased number of language translations available
- More flexible data reporting options
- Teams have the option to include an additional service specific question

How to be ready?

1. 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

2. 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

need
support?

Still have some questions?

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