

Increasing patient feedback in Newham Community Health Services

PREMs: Patient Reported Experience Measures, PROMs: Patient Reported Outcome Measures & FFT: Friends and Family Test

Aim

To increase the response of the feedback survey (PREMs PROMs & FFT) in CHN Adult Services, so that 50% of those who have been discharged from the service have completed or declined the survey, by June 2018.

Why is this important to service users and carers?

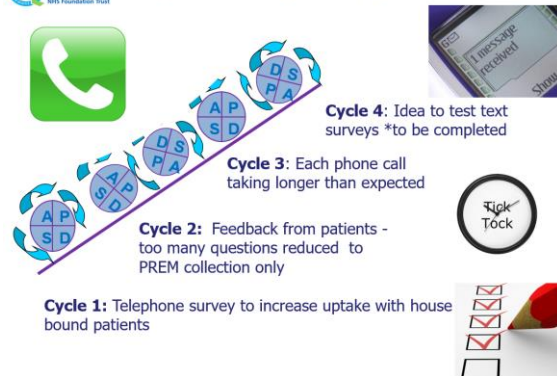
- Understanding what matters to patients/carers
- Services meeting the needs of the patient
- Reporting internally and externally
- Ensuring feedback is collected consistently across the directorate

Tests of Change

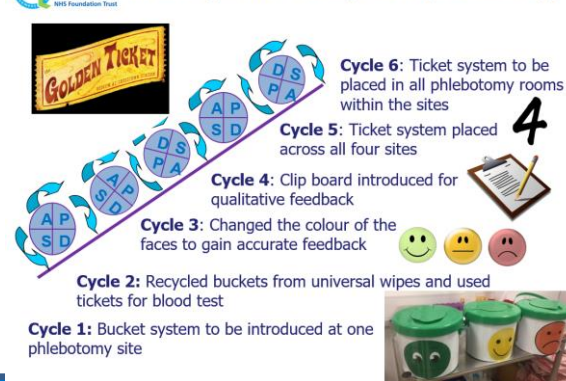
- Ticket system
- Telephone survey
- Leaflet in appointment letters / handing out in waiting area

PDSA ramps

Telephone survey – change idea (EPCT)



Ticket system – change idea (Phlebotomy)



Data

Responses - Phlebotomy Clinics



Learning and what next?

- Have fortnightly meetings to sustain momentum, and rote chairs for meetings to promote team ownership.
- Involve patients/carers
- Be innovative with change ideas, have fun with it and be resourceful in executing the change ideas! The change ticket system change idea in phlebotomy clinics brought us an average of 11211 responses, the most responses we ever received in the service.

Driver diagram

To increase the response of the feedback survey (PREMs PROMs & FFT) in CHN Adult Services, so that 50% of those who have been discharged from the service have completed or declined the survey, by June 2018.



*Leaflet in appointment letters / handing out in waiting area

*Ticket system

*Telephone survey

*YSWD leaflet

*EMIS alert

*Text surveys

*Survey on Wi-Fi access

*Including in staff PDP