

YOU SAID WE DID

Ward April-June 2016

Patient feedback allows clinical staff to make improvements based on patient experience's and it also allows the Trust to share this feedback to specific areas and departments.

This Wards Patient Feedback Said.... Our Response Was....

- Patient Feedback indicated that they felt that call bells were not readily available
- All the staff were friendly, helpful and approachable
- Everybody was kind and helpful

- Red posters developed & displayed to remind all staff, carers, friends & family to leave the call bell within the reach of a patient
- Continue to collect patient feedback, listen and respond, to deliver a positive experience for all patients

If you would like any further information, or would like to comment, please ask the Ward Sister / Charge Nurse.



Patient feedback is gathered in a variety of ways including;
Message to Matron cards, PILS, electronic & paper surveys, website, QR scan

