

positive



Nottinghamshire Healthcare
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Patient Feedback Challenge

Respiratory/COPD Service & Pulmonary Rehabilitation

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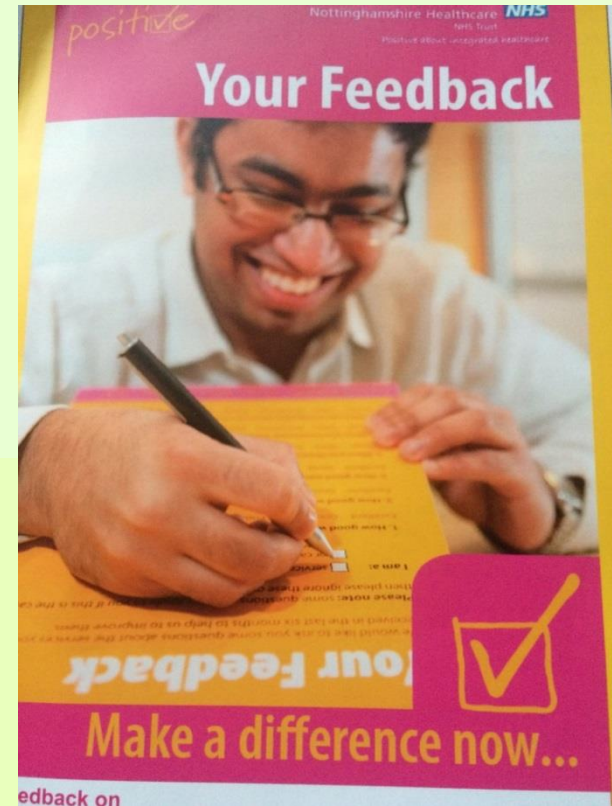
3 March 2015





Capturing Feedback

- SUCE survey forms
- Patient Opinion
- Staff meetings





Pulmonary Rehabilitation classes

- Suggestions box
- Trial of Patient Opinion
- independent volunteer



- Feedback book in office to record comments
- Feedback boards in health centres



Progress Challenges

- SUCE survey – adapted ways of collection
- Patient Opinion volunteer – negative feedback about the process therefore discontinued
- Suggestions box gave more feedback than previously used feedback forms





Feedback - Positive

- Improved symptoms / Quality of Life / self management / confidence
- Supportive staff
- Recommend service to others
- Communication
- Efficiency / professionalism of service



Feedback - Constructive

- Highlighted lack of and old equipment
- Small room size
- Locality of classes
- Would like to be referred earlier



Where we are today

- Information disseminated to team
- Request for new equipment – granted
- Ongoing discussion with managers and CCG re locality, size and suitability of venues
- Board to be made available for display to patients
- Ongoing training for medical staff re timely referral

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**Any
Questions?**