

Involvement Centres PFC Project

Our New Feedback System

We've redesigned it together....

Now we just need to make it work !



Walking the Walk

- The idea was to make sure that Involvement practices what it preaches in terms of Feedback.
- Involvement can only expect the teams of the trust to be good at Feedback if we have done the Patient Feedback Challenge on ourselves.
- Needed to encourage Involvement Volunteers to be less reticent in giving their views.
- To help improve Patient Care we first have to help improve Involvement.

What is our Feedback System ?

- The main focus of generation and collection of Feedback will be the Satisfaction Survey and the Volunteers Meetings.
- All resulting feedback shall be openly discussed between Volunteers and Centre Staff.
- Centre Managers will report to the Amy & Paul meeting about feedback received and actions taken using the 'You Said, We Did' format.
- The 'You Said, We Did' posters can then be displayed in the Centres.

The Satisfaction Survey

- Redesigned questions.
- Asking about whether we believe we are having an influence within the trust.
- Asking which involvement activities we believe are most important.
- Still remains simple. Avoiding Overload.
- Increased take-up.
- Rosewood - Volunteer ownership of completion and collection of Satisfaction Survey forms.
- DMH. Ring-fenced time within Tuesday Meeting.

Volunteers Meetings

- Bi-monthly at each centre.
- Encourage discussion and debate on a range of subjects.
- Outcomes of discussions captured and communicated to Centre Managers and/or directly to the Amy & Paul meeting.
- Structure of the meetings subject to experimentation.
- Anonymised, Collectivised, Moderated ?

Same Difference

- Differences between Rosewood & DMH.
- Do we know what the differences are?
- Do we understand why these exist?
- Which things should be the same, and which things should remain different?
- Reciprocal attendance. Was rare before. Now happening across a range of Activities.
- Greater understanding of each other.

Some More Outcomes !

- Clarifying the Use of Patient Opinion and 'You Said, We Did' in our context.
- Volunteers Meetings encourage things said which wouldn't be said in other settings.
- Volunteers Impact Questionnaire. Existed in VBS, now includes Involvement Volunteers.
- The obvious effort that staff put into genuinely listening to Feedback, encourages Volunteers to contribute more.

What has changed

- Volunteers office furniture, moved around and changed
- Structured training dates with certificates
- Tongs for the biscuits!
- Changes to the running of the Tuesday Meeting – more structured now
- Changing all volunteers lanyards to pink, so easier to identify volunteers.
- Volunteers working across both Involvement Centres on projects.
- Changes to the Satisfaction Survey for both centres.
- Volunteers chairing meetings.
- The start of a volunteers only meeting.
- Hanger on volunteers office door for cycle gear to be hung.
- A planning meeting for volunteers at DMH took place.
- Having fruit in the centre on Tuesdays
- Systematic process across whole of team on collecting