

Patient Feedback Challenge

Vantage Integrated Care Team Mansfield

Sam Jones- Volunteer

Julie Haywood Integrated Care Team Co Ordinator

Suzanne Jones- Head of Service

Zoe Read – Integrated Care Team Leader

Heather Stone – Health Care Support Worker

Aims

- To Improve Patient Opinion returns for Mansfield Integrated Care Team
- To work with Local Partners
- Engage with patients
- To build relationships with partner agencies across Mansfield

Promoting Changes and Feedback Challenge

- Met with members of patient groups
- Met with Mansfield County Council
- Submitted an article to highlight forthcoming changes in a local magazine
- Patient Opinion accounts for Vantage Leads
- Patient Opinion highlighted at team meetings

Capturing and Sharing Feedback

- Volunteer on board – Sam Jones
- Working with patient's in Mansfield Leg Ulcer and Continence Clinics
- You Said We did Oak Tree Lane Leg Ulcer Clinic
- Apprentices supporting completion/input of patient feedback comments
- Staff Member highlighted for Vantage team to promote Patient Opinion

What Have We Achieved ?

- High backed chairs on order for Leg Ulcer Clinic
- Continuity of staff at Leg Ulcer and Continence Clinics
- Reduced Waiting Times from 8-4 weeks at Leg Ulcer Clinic
- Improved Joint Working
- Improved Patient Feedback choice

Thank You