

Community Forensic Patient Feedback Challenge 2014/15



Why get feedback?

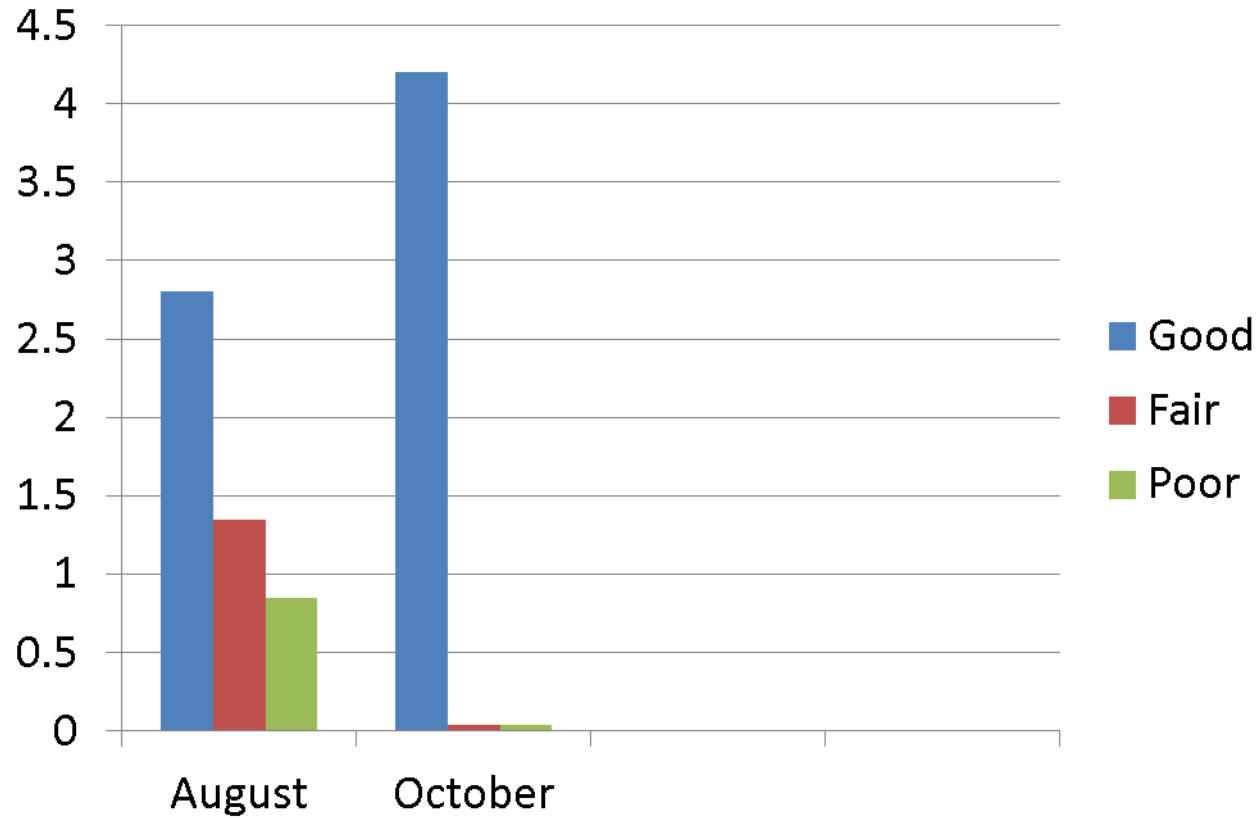
- Patient experience found to be positively associated with clinical effectiveness and patient safety, in a systematic review of 55 studies (Doyle, Lennox and Bell 2013)
- In other words.....if they says its good care, it's good care!

What we have done so far...

- Telephone survey with patients x 10
- Feedback (token) boxes at bases
- Feedback postcards for comments at bases
- Feedback reporting is a standing item on business meeting agenda



Token box City 2014



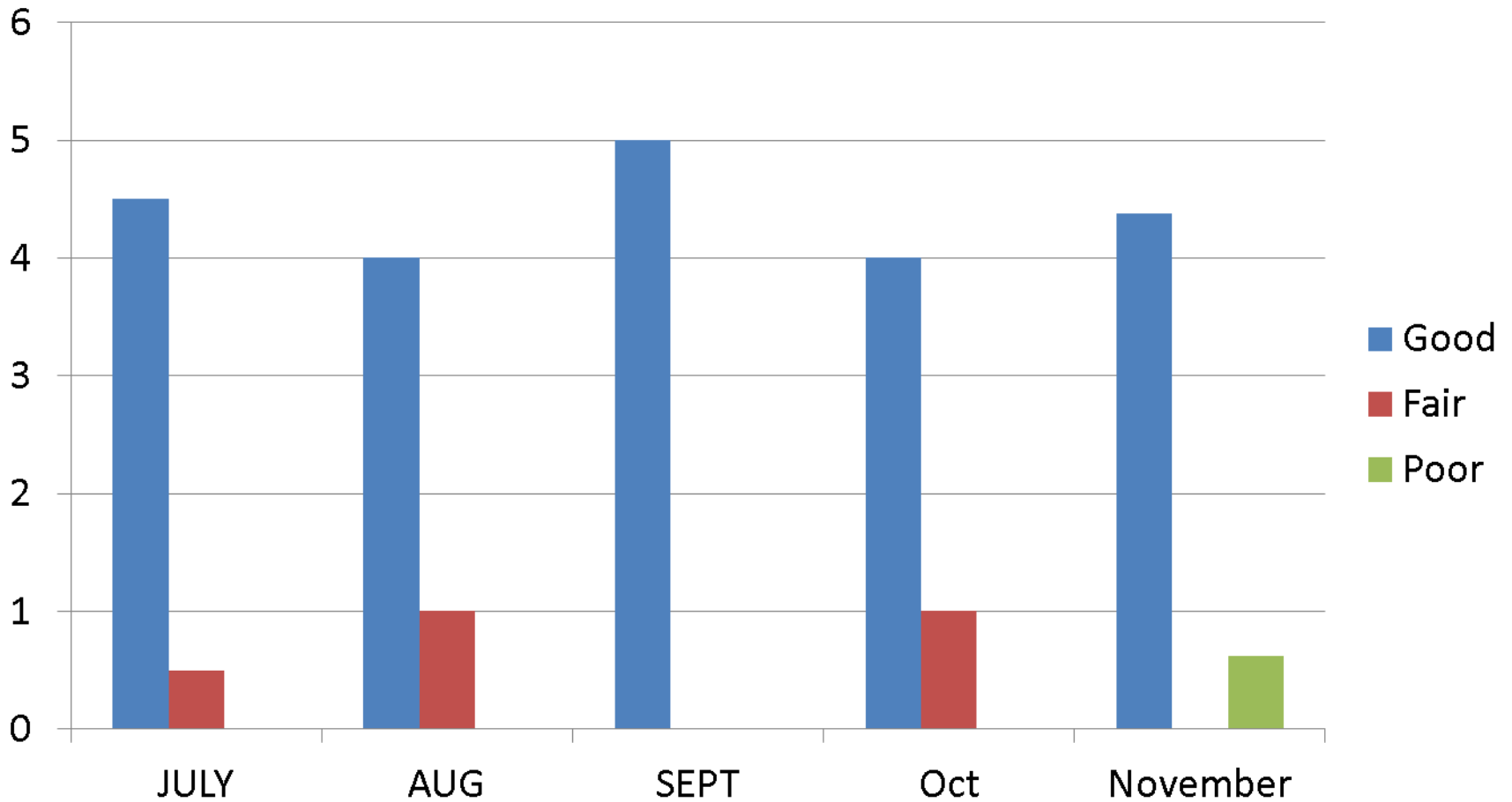
Postcard feedback City - Positives

- Everything – 5
- Waiting times/info – 4 comments
- Pleasant staff- 4
- Reception staff - 2
- Medication issues well managed – 3
- Temperature and noise levels - 1

What we can improve - City

- Air conditioning -1
- Sometimes hot and noisy -1
- Dark and needs posters – 1
- Water tanks – 1
- Trees in waiting room -1
- Stop doing feedback questions - 2
- Nothing - 8

Token BOX County 2014



Telephone survey 2014

- 10 clients opted in and all 10 participated by various means
- Volunteers got hold of 7 clients and staff made the other calls
- Received a £5 gift token for their time
- Results were encouraging

Telephone survey - Positives

- 90% plus felt that the service had made a difference to their lives
- Given confidence in crisis
- Integrated back to community & stayed there
- Help with benefits, support, guidance
- Skills – coping, anxiety management
- Knowledge about mental health
- Full control of medication and any changes

More positives

- People understanding and not overreacting
- Putting things in perspective
- Who else would I talk to?
- Made me relaxed a warm feeling
- My doctor got my bus pass back
- Never been let down in 5 years
- I am a law abiding citizen – can't believe it!
- I would be dead without them

Least helpful aspects?

- Being detained x2
- Too many appointments at beginning but understood this was needed at the time
- Previous doctor, I felt dismissed
- CPN has too much work, I can't get an appt
- Not always had medication needed or should have had

Continuity of care?

- Workers change too often, having to go over things again. This has been the main issue
- Change too often – “5 SWs in 12 months”
- Understand this happens and changeover has been fairly smooth
- The longer the better, you get used to them
- Its good its been the same worker, get settled

What can we improve?

- More info on medication x1
- Help with housing
- Not being offered all I could be offered, have to find out things for myself
- CPN hasn't got the right tools, the right people to do the right things
- Independence of nurses when speaking at Tribunals – felt that Drs coerce the nurses

What have we done?

- Results fed back to participants
- Results fed back to whole staff team with word storm activity to action plan changes
- Permanent posts established to promote continuity of care
- Work to remodel reception area has started
- Further action planning to take place