

Feedback Mechanisms in Place in Cardiff and Vale University Health Board

Feedback is always welcomed as this is one of the ways in which Cardiff and Vale University Health Board (the UHB) can learn. This is achieved via many feedback mechanisms some of which are listed below.

- The UHB's Patient Experience Team has been involved in the running of online patient forums to further gain feedback, following on from undertaking patient surveys, this data is collated and provided to the department/area to inform service improvements. For example, the Physiotherapy Outpatient Services and Community Rehabilitation Service.
- Engagement Events with the general public, third sector, UHB staff and volunteers. For example in the development of our Quality Safety and Experience Framework.
- 'Happy or Not Machines' are situated across the Health Board with some having the ability to leave open comments, this information is shared with the Area Lead on a weekly basis.
- Through concerns/complaints from service users being raised we take proactive action to understand and evaluate issues in the area and feedback finding to the area/department to undertake a "you said-we did" action plan. A recent example of this is at the Emergency Unit where concerns had been made. We provided the area with a Happy or Not Machine, and developed a short survey that could be accessed on our website or by a QR code from the posters we provided in this area. This piece of work is currently ongoing with a weekly report being drawn upon.
- When areas are undertaking an evaluation on a change in service the Patient Experience Team provide their expertise in development of evaluation surveys as well as undertaking digital stories with patients to capture their experience of the service.
- Patient Experience Support Workers and Volunteers support with obtaining with obtaining feedback from patients currently in hospital this can be via paper surveys or using digital devices.
- The UHB has a 'Discharge Follow-Up Service', feedback is sought via telephone calls from patients recently discharged from hospital to understand their experiences during their stay with us and ways in which we can make improvements but also to identify areas of best practice.
- The UHB's Feedback Lead develops many bespoke surveys for teams across all clinical boards who wish to engage with their patients /service user on their experience or when changes to service provision has taken place. This can be achieved in many ways via text message, telephone calls, paper and online surveys and virtual forums.