

TRUST BOARD SUBMISSION TEMPLATE

MEETING	Trust Board	Ref No. 6.3
DIRECTOR	Chris Hagan	Date 1 Dec 2022
<ul style="list-style-type: none"> <i>Real Time Patient Feedback</i> 		
Purpose	<ul style="list-style-type: none"> To provide information & update Trust Board in relation to the Real Time Patient Feedback Programme, giving an overview on progress to date & plans for further rollout across Trust. 	
Corporate Objective	<ul style="list-style-type: none"> The Real Time Patient Feedback team, which forms part of the Risk & Governance Dept. under the Medical Directorate, aims to support an infrastructure that will facilitate the achievement of the Trust wide and Divisional improvement priorities, specifically the 'seeking real time feedback from patients' objective. Within this work stream, the team visits 80 areas Trust-wide on a fortnightly basis capturing patients' experiences at department level and feeding this back to department teams within 24 hours. This work has included some outpatient areas and services within Intellectual Disability and Maternity services. A key Trust priority is also to continue extending the reach of this work across all our services over the coming months with priority areas already identified. 	
Key areas for consideration	<ul style="list-style-type: none"> Issues /risks <i>Maintaining principles of real time feedback whilst responding to increasing requests for this service</i> Challenges Extending the reach within current resource Internal/External engagement N/A Human rights / Equality N/A 	
Recommendations	<ul style="list-style-type: none"> For information & update 	