

Closing the Loop.



- Responding to patients.
- Keeping a record of responses.
- Recording actions arising from feedback.

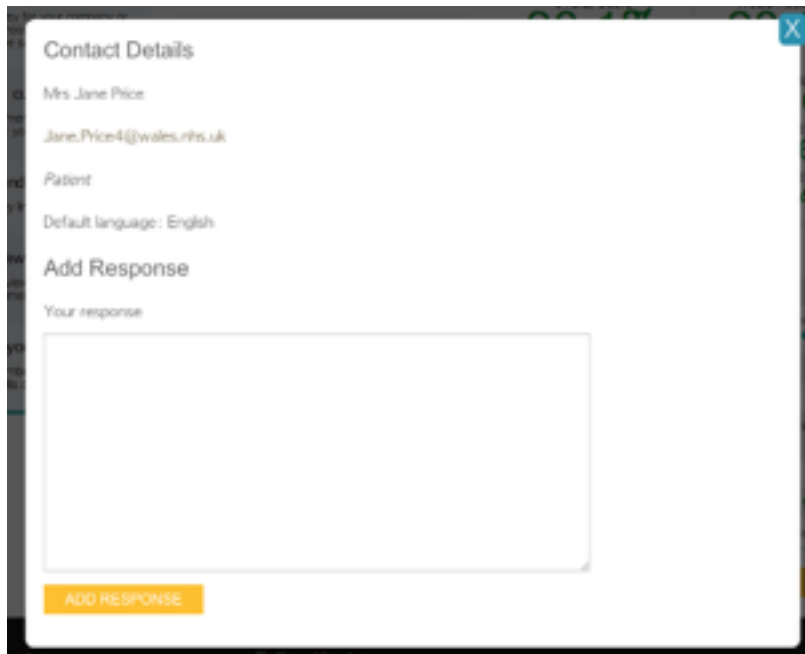
- In the Notifications area of the dashboard look for the icons on the right shown here.  



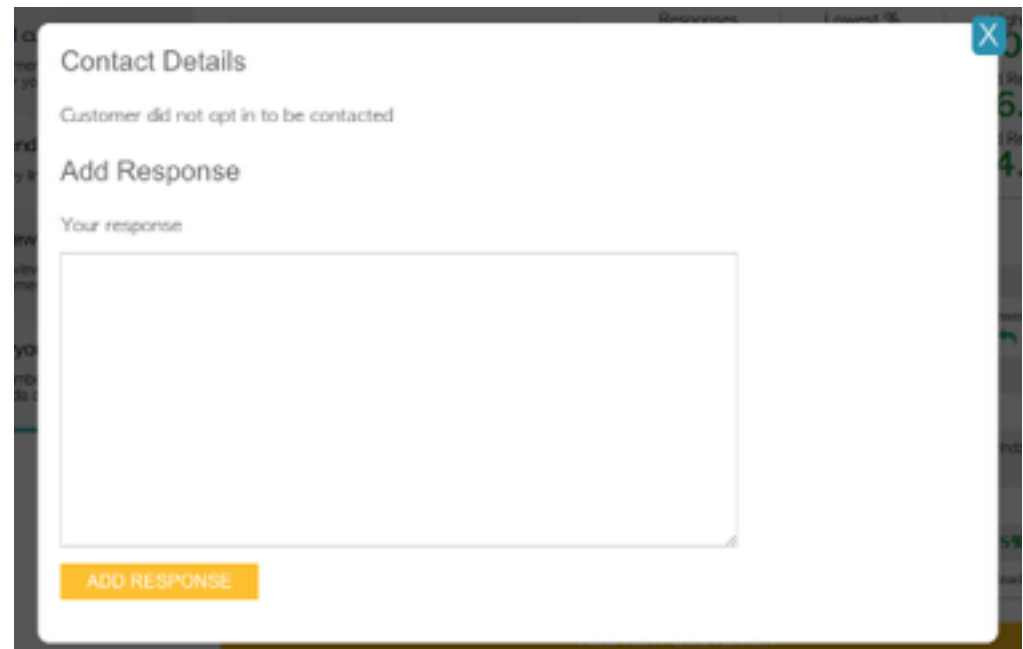
- The First icon appears if the patient has provided their details indicating that they are happy to be contacted about their feedback.
- Click on the icon to access the patients contact details.
- If the icon **does not appear** it means that the patient has not left their contact details. As such you will not be able to contact the patient about their feedback. However, on some occasions anonymous feedback will need actioning for example, if there are concerns about their care, attitude of staff, issues that may need to be investigated further etc.

- You can click on either icon to leave comments. You can leave a note to summarise a conversation that has been held with a patient and/or to make notes about changes which have been actioned as a result of anonymous feedback. **PLEASE NOTE:** a written response will not automatically be sent back to the respondent if you leave comments in the response box.
- Once you have added your comments you must click the orange 'Add Response' button to save the comments.
- If you click the 'reply' button again you will see the response which was left, but you cannot edit it.

Examples of the two response boxes - one with contact details and one without contact details:



This screenshot shows a response box with contact details. The title is "Contact Details" with a close button (X) in the top right corner. Below the title, the following information is displayed: "Mrs Jane Price", "Jane.Price4@wales.nhs.uk", "Patient", and "Default language: English". Below this information, there is a section titled "Add Response" with a sub-label "Your response" and a large empty text input area. At the bottom left of the box, there is an orange button labeled "ADD RESPONSE".



This screenshot shows a response box without contact details. The title is "Contact Details" with a close button (X) in the top right corner. Below the title, the text "Customer did not opt in to be contacted" is displayed. Below this, there is a section titled "Add Response" with a sub-label "Your response" and a large empty text input area. At the bottom left of the box, there is an orange button labeled "ADD RESPONSE".

Example of how the hospital's responses will appear if the review feed is embedded online:

Good Points

Muem postulant splendide an. Saperet perpetua appellantur vel id, an mea posse animal ancillae, cu lorem bonorum quo. Pro ne mutat iudicabit dissentiunt, est natum impetus maiestatis ne. Alii cibo eruditi te eos, mnesarchum reprimique constituam cu duo.

Bad Points

Alii cibo eruditi te eos, mnesarchum reprimique constituam cu duo.

Pro ne mutat iudicabit dissentiunt, est natum impetus maiestatis ne. Alii cibo eruditi te eos, mnesarchum reprimique constituam cu duo.

The response box needs to be completed to provide assurance to the Board that we are acting on feedback.

This is what senior nurses need to do where concerns are identified:

1. Where respondents have left their name and contact number, please could you ensure the senior nurse contacts them to discuss their concerns and then write the outcome of that discussion and any actions taken in the comment box. Please note that what is written in this box will not be seen by the patient. Therefore, please do not write in it asking them to contact to discuss the concern as they won't see it.

2. If patients have not left a contact number/email address please can you provide a comment in this box indicating what you have done to address the feedback. To make this a little easier we suggest a standard statement:

The respondent did not leave their name or contact details so we were unable to contact them directly.

Considering the feedback we have” (your actions will of course depend on the feedback).