

Collect. Review. Do.

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Background



- Mental and community health services
 - East London
 - Luton
 - Bedfordshire
- Collect an average of 1200 responses per month from over 200 services
- Culture of continuous improvement in the team
 - Improve response rates
 - Improve demographic representation
 - Improve methods of sense-making and evidence dissemination

Aim



- Reduce time taken by staff to fulfil the process
 - Remove need manual inputting of data
- Reduce time taken by central team to 'crunch' and report on data
 - Automate the process
- Encourage ownership and action across the organisation
 - Ability to tailor data
 - Make data transparent
 - Make data useful
- Encourage action from feedback
 - Facilitate tracked actions from patient feedback

Actions



- Replaced paper-based methods by introducing tablets
- Automated data reporting via dashboards
- Enable smart action
- Encourage ownership
 - Statistical Process/Run Charts
 - Ability to break data down by organisation/directorate/service
 - Automated data reporting
- Promote action from feedback

Results



Real-time tablet feedback collection

We want to hear your views about the service you've received from us. All responses will be held in strict confidence.



QA Network





Interactive dashboards





Tracked actions

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Q&A