

## Collect. Review. Do.

#### **Polly Pascoe**

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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.



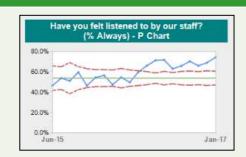
#### **QA Network**





#### **Interactive dashboards**





#### **Tracked actions**

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Q&A