

HEARING FEEDBACK BEST PRACTICE PRINCIPLES

PRINCIPLES REFERENCE NUMBER	RM001
DATE RATIFIED (<i>This version</i>)	19 November 2015
NEXT REVIEW DATE	1 November 2019
APPROVED BY (<i>state group</i>)	Quality and Safety subcommittee
ACCOUNTABLE DIRECTOR	Director of Nursing
AUTHOR	Customer Care Manager

Principles Statement/Key Objective:

The ten best practice Hearing Feedback principles set out clearly the ways in which Lancashire Care NHS Foundation Trust listen to people who use services, their families and carers, responds to and learns from messages shared and continually strives to improve quality for everyone.

The principles will be underpinned by co-designed procedures which will serve to guide people through associated processes and timelines.

Executive Summary

Title of Principles:	Hearing Feedback
Subject	Management of Feedback received from people who access our services and those close to them.
Applicable to <i>(State Network, Services and staff groups)</i>	All employees within the Trust.
Key Issues	Timely and appropriate responses to feedback, led by staff who are well supported and empowered to ensure the most satisfactory outcome for all including the best learning and sharing of that learning.
Original Issue Date	Draft 1 120814
Issue Date <i>(This Version - including any minor amendments)</i>	Final for approval 291015
Dates Policy/Procedure Reviewed <i>(include all previous dates of review)</i>	August 2015
Next Review Date	1November 2019
Policy/Procedure written by <i>(State title only)</i>	Head of Hearing Feedback
Policy/Procedure Lead <i>(State title only)</i>	Director of Nursing

See intranet for latest version of this document

In Consultation with	Networks, Service Users, All staff via Pulse and Quality Matters
Monitoring Arrangements	The Hearing Feedback Steering Group will monitor the effectiveness of the principles and will report back to Network Governance Committees and the Quality Improvement and Safe Care Group.
Approved by <i>(state group)</i>	Quality and Safety subcommittee
Authorised by <i>(state senior accountable person e.g. Network or Clinical Director)</i>	Director of Nursing
Related Procedural Documents	N/A
Links to CQC outcomes	All

See intranet for latest version of this document

Hearing Feedback: Best Practice Principles

Introduction:

We will ensure that people who use our services are at the heart of everything we do and the people who deliver and support the delivery of services are motivated, engaged and proud to provide high quality, compassionate, continually improving care. We will empower people to share their stories so that we know how we are doing and we will listen to learn and to improve quality together.

The Hearing Feedback Policy reflects ten best practice principles as to how Lancashire care NHS Foundation Trust listens to people who use services, their families and carers, responds to and learns from messages shared and continually strives to improve quality for everyone.

1. We welcome all forms of feedback as an opportunity to better understand the experiences of people who use services, their families and carers' e.g. one to one feedback, Friends and Family Test, compliments, complaints.
2. We are open and listen to people's experiences as we always want to learn and improve the quality of care we provide.
3. All feedback received in the form of a complaint will be acknowledged and logged and will be investigated and reviewed appropriately and in a timely manner ensuring that any safeguarding concerns are addressed in line with the Trust Safeguarding Policy.
4. Whilst recognising our obligations in relation to complaints under the NHS Regulations and the requirements of CQC, we will try to ensure we meet the needs of the person talking to us, with a process that is fair and flexible
5. We will support all colleagues across the organisation to feel empowered and engaged in hearing feedback and supported appropriately to do so ensuring that learning from all forms of feedback happens and drives quality improvements.
6. We will ensure that data recorded about the feedback we receive is of high quality and is used to inform how we are doing and how we can improve from clinical team to Board.
7. We will seek to understand the individual needs of people who use services in a caring and compassionate way working together to ensure that the process is constructive and helpful.
8. We will ensure that sharing information is as simple and accessible as possible, utilising different methods of communication.
9. We will empower all staff to apologise when things go wrong and respect the expectation of people who use services, that we put things right.
10. We will regularly feedback to people who use our services about how their feedback has helped us to make changes to improve the quality of care provided.

See intranet for latest version of this document