

**Ways of giving
feedback**

**Relationships
between staff and
service users**

**Communication and
trust**

Ways of giving feedback

I am more likely to be happy to give feedback just before I left and just after I left

Where there is an opportunity for a face-to-face conversation, I am more likely to be honest

Relationships between staff and service users

I would be more likely to be honest to people who are genuine

If the ward staff understand me I would give them feedback

Communication and trust

If the person tells me how/explains how my feedback is used and I trust who it goes to I will be more honest and engaging

It doesn't matter which kind of professional asks me, just as long as they are not on my ward