Timing of giving feedback	Relationships between staff and service users	Communication and trust

Communication and trust	**Relationships between staff and service users**	**Timing of giving feedback and wellness**
If I can understand my friend or family member's condition and the planned treatment and I am informed, I can contribute to their recovery	*I don't care who asks for my feedback as long as I get a chance to say/share it*	*There is a need to distinguish very clearly if it is a first admission or a subsequent admission*