Change in services in response to patient feedback	**Triangulation**	**Resources for patient experience feedback**
Understanding patient experience data	**Collecting and using patient experience feedback**	**Service user and carer involvement**

It is good to look across data and begin developing more sophisticated analysis but initially the priority is getting/collecting the feedback	*After putting systems in place and changing culture around collection of patient experience the next stage should be to identify what happens to data, the role may naturally evolve into quality improvement*	*Environmental factors are easier to fix* *Feedback should be a loop and not a continuous process; there should be outcomes, end points and information that goes somewhere*
It is important to involve service users in the engagement strategy, rather than developing it to please the board	*By seeing how feedback is used and if it is being used influences both staff and patients' willingness to engage*	*By driving data 'downwards' and back to wards for them to take responsibility for it, things should be resolved locally*