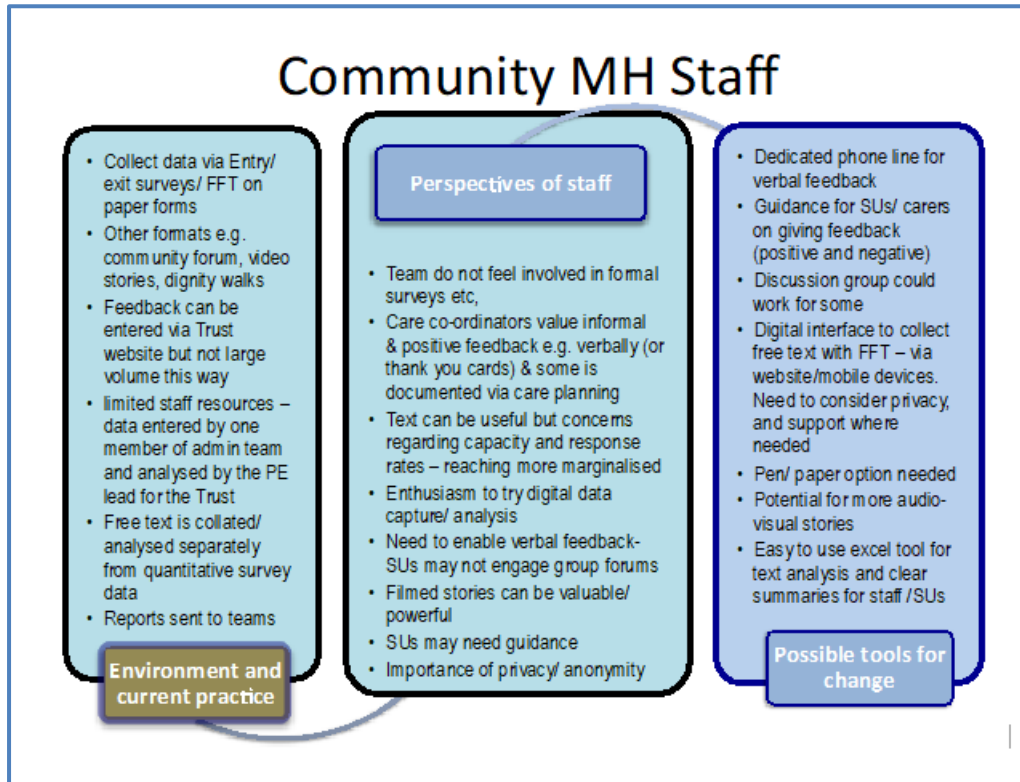


Examples of slides used to prompt discussions for co-design focus groups



Slide 1: Slide from presentation summarising links between current context, views of staff, and possible tools for change in Site B

Primary Care

- Collect data via FFT & GP survey
- FFT done by SMS text
- Attempts to collect free text with FFT by pen and paper failed
- Receptionists behind glass screens/ large waiting area
- Business manager prepares summaries of data
- GPs/registrars collect some free text feedback for re-validation/ training
- Feedback questionnaires given out selectively by GPs/ nurses
- No wifi or digital devices

Environment and current practice

Perspectives of staff

- FFT not 'useful' but must be done as contractual obligation
- In-depth feedback via text is useful but no capacity to make this routine
- Would like to focus on getting feedback about specific services e.g. flu clinic
- No capacity for spending time on processing data
- Anything new for collection and processing needs to be digital
- Enthusiasm for new digital tools
- Audio-visual feedback might work/ be useful, but needs privacy
- Work for receptionists needs consideration if using digital devices
- Patients need guidance on purpose

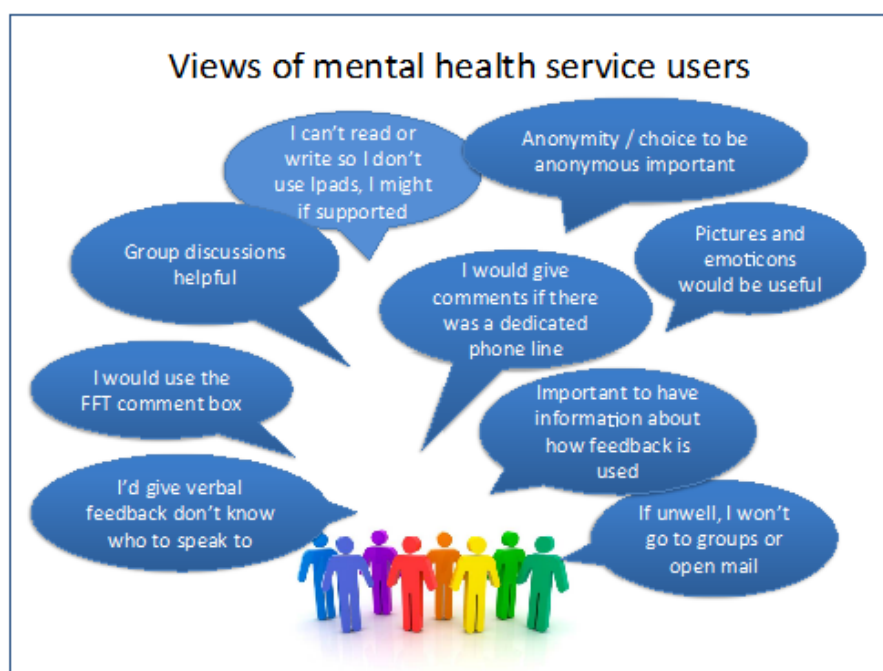
- Digital interface to collect free text with FFT and flexible questions they can set
- Provide tablet devices for waiting area and wifi
- Blue sky – booth for audio-visual feedback
- Guidance for patients on reasons for feedback and what is helpful
- Dashboard to analyse feedback and guidance to create clear summaries
- Summaries produced for staff and patients and used to support decisions about service changes

Possible tools for change

Slide 2: Slide from presentation summarising links between current context, views of staff, and possible tools for change in primary care sites (C1/2)






Slide 3: Slide to summarise perspectives of patients for focus group with staff (from Site A)




Slide 4: Slide to summarise service user perspectives for focus group with staff (site B)

Slide 5: Examples of slides illustrating potential ways of capturing data (site A)

Ideas to take forward for capturing feedback


- Verbal feedback/ discussion 
- Phone line 
- Digital capture of positive and negative comments via tablets or webpage, & with pen/paper options 



Slide 6: Example of slides illustrating potential ways of capturing data (Site B)




Text mining patient feedback

- Using computers
- Measures number of specific phrases in comments
- Analyses whether these are positive or negative
- Can process a lot of comments together



What do you think of this way of analysing what people say in their feedback?


Completing questionnaires/ free text

Online at home/ ipad or kiosk in waiting area/ pen & paper?

Capturing patient experience

- Surveys and questionnaires
- Discussion groups
- Letters/ comments
- Filmed patient stories



Have you provided feedback before and how do you prefer to do this?

How likely are you to recommend our ward to friends and family if they need similar care or treatment?

Please rate your experience ✓

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

What do you think of this question as a way of giving feedback?