

Community Falls Service

How do we gain information from our patients?

- Handing out patient satisfaction questionnaires when patients are discharged from the service - this feedback is anonymous
- Completing telephone surveys with patients 3 months after discharge to hear their patient story and gain feedback on the service

How do we use the information?

- Discuss feedback from patient satisfaction questionnaires/feedback forms in our monthly team meetings to review comments, consider service improvements and motivate the team

Benefits

- Receiving many positive comments which help to motivate the team to continue providing a patient centred service
- Patients feel included and involved and know they are being listened to
- Positive feedback encourages development of the service in a way patients find beneficial

Challenges

- Very few suggestions received on how we can improve the service so difficult to evidence how we are involving patients

As a team we are committed to listening to feedback from our patients and gaining their opinions on our service

Results

- From the recent telephone survey, 100% of people were satisfied and couldn't identify any improvements to the service they had received
- From the patient satisfaction surveys, 100% of people who completed the question reported they would recommend the service

These are some of the comments we have received from our home assessments and telephone surveys from January 2019 – December 2019

Friendly, caring people. Always punctual and nothing too much trouble. They always made sure I understood the exercises I had to do. Brilliant people, thank you!

Very informative, improved my quality of life.

You look deeper into various problems and act quickly.

As far as I was concerned the service was first class. Cannot better that.

Always willing to help in any way they can. Just a phone call away if needed. They inspire confidence.

Time keeping was very good. I had a feeling of safety because of their knowledge.

Excellent service, efficiently carried out. First class.

Your support and care has been invaluable and I would like to say a big thank you.

The approach to the client is excellent.

A very efficient and cheerful service. My utmost thanks to all the people involved.

You follow through on what you promise.

Being able to voice problems to someone who understands what you mean.

