

8.6. Patient feedback

8.6.1. Policy

Our practice encourages patients and other people to give feedback, both positive and negative, as part of our partnership approach to healthcare. We have specific processes in place for responding to feedback.

In order to respond to patient feedback and make improvements, our practice has appointed a person with primary responsibility for examining issues raised and for facilitating improvements in the practice.

Opportunities are available for patients and other visitors to tell us 'How we are doing'. We have a 'suggestion box' available in the waiting room which allows patients to give us personal feedback on a day-to-day basis. We aim to follow up ideas and acknowledge notes of appreciation where we can.

Patients are encouraged to raise any concerns directly with the practice team and attempts are made for a timely resolution of such concerns within the practice in accordance with our complaints resolution process (refer to **Section 5.13 – Complaints**).

Our practice team seek structured/systematic patient experience feedback at least once every three (3) years and the data collected is analysed and the findings, including any improvements made, are communicated back to our patients.

As part of our risk management activities, a record of incidents, including complaints from patients, is maintained.