

# Improving Patient Feedback in MDT Forms



## Background

Through observation by staff and patients it was noted that the opportunity to provide feedback into Multi-Disciplinary Team Meetings (MDT) was variable, with no clear way of obtaining feedback, especially since moving to electric forms on Morse.

Through this it was identified that the implementation of the patient feedback form, was required to be implemented to support patients and allow them to feedback to the MDT and views they wished to discuss in


There is currently no opportunity for patients to be able to provide their feedback in their own words, therefore leading to comments from patients that they did not feel involved nor their input appreciated at times.

## Change


- The goal of this project is for documented patient feedback to have improved by an increase of 40% within a 6 month period for patients receiving care and treatment in Nithsdale Ward
- Efforts made to change the practice driven by having the patients lead and be actively involved in care and treatment.
- A patient feedback template was developed, with the key areas of what the patient feels has went well, what may have been better and any questions

Once the form has been completed by the patient and handed back into the ward staff, it will be inputted into the MDT sheet prior to the ward round

The Feedback is the read at the ward round and will be discussed with the Multi-Disciplinary Team and inform any changes to care and treatment that may be appropriate.



Patient Feedback



Patient Name:

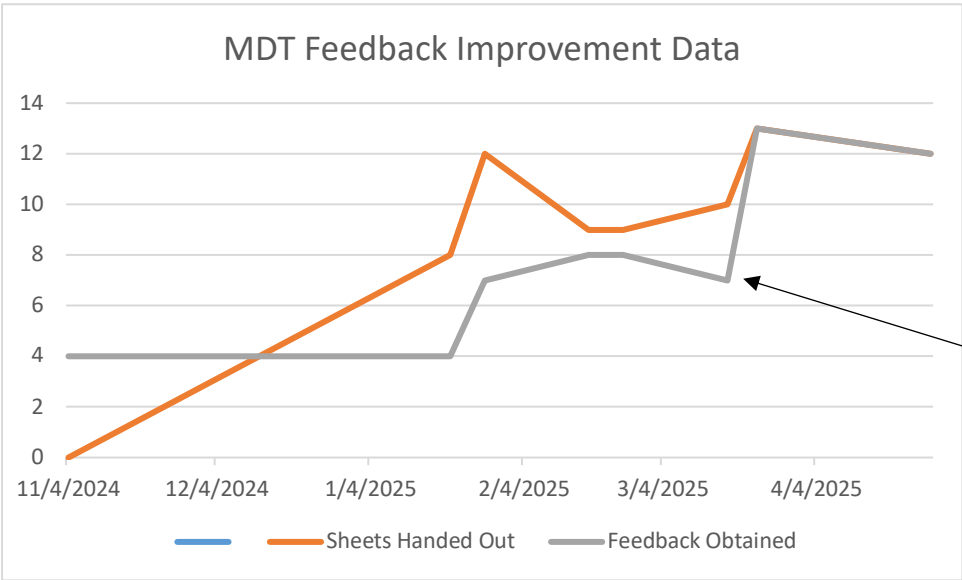
CHI:

Date:

• What has gone well with your care and treatment this week?

• What could have been better with your care and treatment this week?

• Do you have any questions for the Doctor or any other member of the MDT?



There has been a steady trend of an increase of engagement in the new patient feedback being engaged in by the patients

## Feedback

Good opportunity to sit with patients and discuss what has gone well and what the feel is going well (Staff)

Useful and helpful for us to give feedback on ward and questions for the Doctor that we are keen to know about (Patient)

Useful for letting everyone know what's going on is essential for our care and treatment (Patient)