



What was our aim?

The aim was to re-write/re-design the East Kent ICT Meridian Patient Survey so it would be more user friendly and relevant. The team wanted a survey which was quicker and easier to use, in order to increase patient feedback to the east Kent ICT. Project completion date: 31 January 2020.

Why is it important to service users and carers?

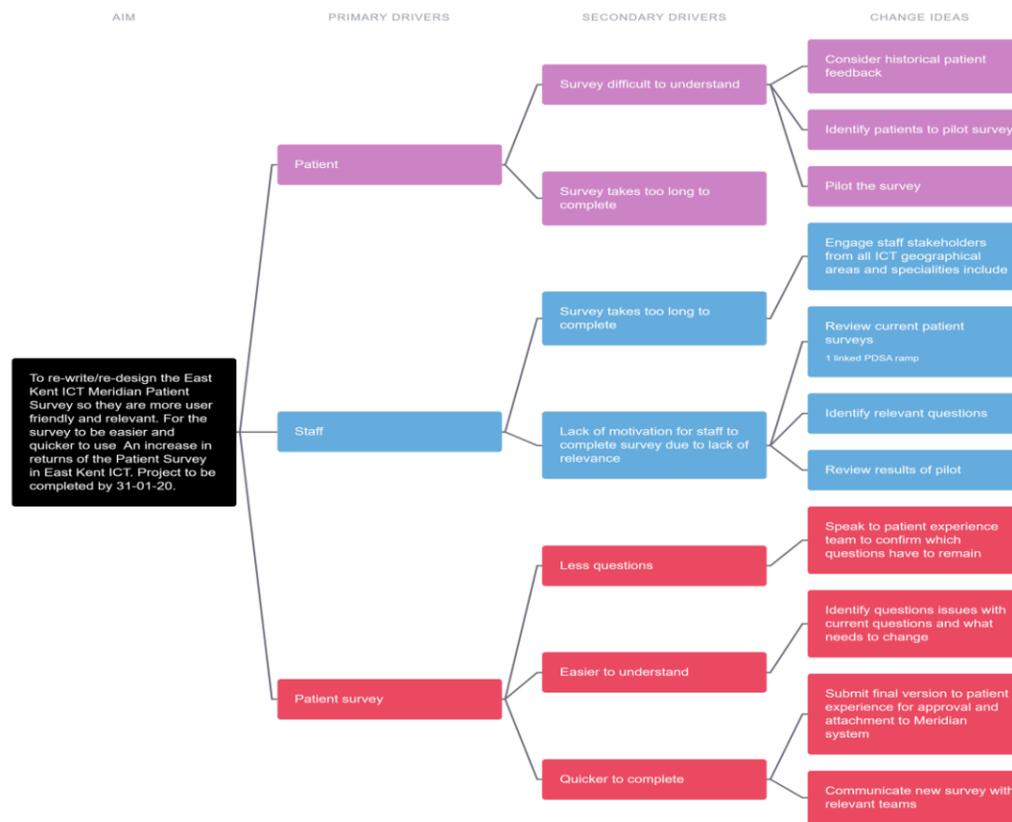
As Intermediate Care has developed and changed, the East Kent ICT Meridian Patient Survey questions have become less relevant. Some of the questions are hard for patients to understand/answer. The result of this is that data collected is not as useful as it could be and therefore colleagues become demotivated to complete the survey with the patients.

It is important to review the survey to make sure colleagues are able to collect relevant patient feedback in a timely manner which can then be used to identify service improvement needs.

Ideas and tests of change

We set up a working group with representatives from all areas which included the Patient and Carer Partnership Team. We reviewed the current survey questions and identified which had to remain. We wrote new questions and created a new survey which we then tested with patients. We submitted the final version to our patient experience colleagues for approval and attachment to the Meridian system. This was then communicated to all the relevant teams.

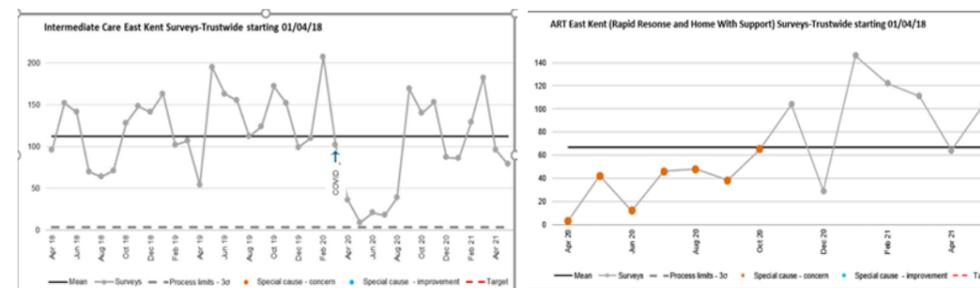
The tools we used



Results

The team are proud to have created and implemented: -

- A simpler survey for patients to understand and complete
- A quicker survey to for patients to complete
- Colleagues also find the survey easier and quicker to complete with patients
- Colleagues are more motivated to collect surveys as the process is easier
- More surveys will result in more data being collected and more relevant questions will enable service improvements in the future
- COVID-19 did have an impact on collection of data and the team will be reviewing and monitoring use of the survey and the resulting comments and data monthly.



What we learned and what's next

All team members involved in the project were motivated and gained new skills. The team were positive throughout the whole process.

We hope to share the survey so others can adapt it to their service if they wish.

Next steps would be to encourage other teams to consider piloting a similar version using the Community Engagement Group to test the format and questions, further ensuring partnership working in service improvements.

