

Step One

Collaboration

Set up by bringing together the following



Central support



Patient representatives



Clinical teams

Step Two

Gathering Feedback

Feedback is collated from the following



Previous patients



Current patients

Step Three

Making Sense

Organising and presenting feedback to understand



Topics important to patients

Step Four

Team Priorities

Reviewing topics to understand



Which topics to work on



Things to celebrate

Step Five

Making a Change

Improving patient experience through



Team projects



Sharing with others

Step Six

Review

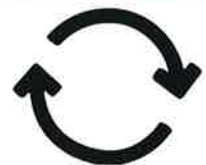
Use new patient feedback to



Assess impact



Identify new topics



Periodic review