

Feedback February 2024 & update from the Patient and Client Experience Team



Feedback February

This year's **Feedback February** was focused around Staff Acknowledgment and the introduction of staff acknowledgment certificates which are given to staff whom are mentioned by name on Care Opinion. We developed a communication strategy with the Corporate Comms team, which included creating multimedia content and 2 social media posts from the Deputy Director of Nursing and Service Manager for Patient Experience.

The Corporate Comms Team did 4 individual stories of staff whom received certificates and focused on the importance of Feedback, what this means to the person and what the staff experience was on getting the story posted online.

- ◆ [Catch up on Feedback February \(sharepoint.com\)](https://sharepoint.com)

Congratulations! 800 certificates have been issued since September from stories shared on Care Opinion. This feedback February the loop and social media will showcase some recipient staff who share their experiences on what feedback means to them and how it benefits their work.

Please see Care Opinion blog and Loop page for further information

- ◆ [Staff Acknowledgment and Feedback February | Care Opinion](#)

Star Responder - Congratulations

The Care Opinion conference launched on the 02/05/2024 and highlighted star responses. Sandy Carney, Facilities Manager for the Arches Health and Wellbeing Centre. Sandy was nominated by the Patient and Client Experience Team for her response to a critical story. Sandy's response embedding good practice and highlighted learning and change. Please see link below to story and response, well done Sandy.

* [Ladies toilets dirty and disgusting and a health hazard. | Care Opinion](#)

Training

Due to Encompass 'Go Live' all training has been cancelled so that departments can get ready to ensure all staff are trained, matched and competent for 'Go Live'.

Patient and Client Experience (PCE) team can offer bespoke training to those departments that highlight service need for training, this will be offered to Managers to ensure the service can respond to all of the stories that are published on the site.

Please contact Kevin Patterson or Clare Forsythe (Facilitator for Patient and Client Experience leads) and we can arrange this to ensure that the training has the least impact on the service.

Contact us

Any questions or queries about Care Opinion or how to get more from your feedback, please contact us at Patientexperience@belfasttrust.hscni.net or call **02895 043228**.



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