

Consumer Focussed Feedback Question Report

October 2016



Introduction:

MEDA identified within both the strategic and operational plan the importance of continuing to obtain feedback from consumers about service satisfaction and service improvements. The idea for having in place a consumer feedback question that would be asked when staff had any contact with a consumer derived from Committee of Management discussion. A few proposed questions were drafted and then taken to MEDA's consumer group to ensure that they were able to be understood. This resulted in the first consumer focussed feedback question being trialled for a month commencing February 9th 2016 and then being extended until May 31st 2016. The results of this consumer focussed question is captured in the Consumer focussed feedback question report June 2016. Commencing July 1st to September 30th for a 3 month period another consumer focussed feedback question was asked : Can we improve our service to you with a yes / Unsure or No response and comments.

Objective/s:

To provide a variety of platforms to obtain feedback from consumers about service satisfaction and improvements.



Evaluation:

From July 1st 2016 to September 30th 2016 this consumer focussed question was asked after each contact with a consumer or at times a family member or care support staff engaged in the individual or citizen advocacy program. Anecdotal reports indicated that there were times that the question was missed or omitted if there were more than one occasions that the advocate had contact with the consumer. Feedback from Individual advocate and some consumers indicated that at times the question was difficult to convey and difficult to understand.

Question Can we improve our service to you?

Number of Responses	Yes	Unsure	No
N=26	N=0	N=2	N=24

In this period of time there was 2 weeks leave of one of MEDA's individual advocates

Evaluation Continued

Comments "Can we improve our service to you?"
"You have improved things for me" "appreciate what we are doing" "OK" "Thank you for your help" "Wants to phone again near end of term 3" "A lot more to do isn't there" "So far good" "Doing what I want" "Thank you for bringing Sarah" "Great work that you do" "Thanks" "OK, great" "Unsure but OK with what we discussed" "Appreciate an advocate" "Allan is a good man, thanks" "Very happy with Volunteer Citizen Advocate match" "Good" "Great first visit" "More to discuss" "Happy" "Happy with service matching"

Summary:

As evidenced by the 3 months of consumer feedback around the single question of "Can we improve our service to you" overwhelmingly consumers, some family and support staff believe that we can't improve the service. The varied comments also highlight that they are largely happy with the service provided, however some still identifying work still to be done.

The feedback summary from this question will be presented to MEDA's consumer group and Committee of Management and will be added to MEDA's Continuous Quality Improvement spreadsheet and feedback register.

Proposed Recommendations:

1. To continue with a consumer question that is rotated quarterly (2 months asking the question, 1 month to collate and reflect on the results) **or bi-annually** and asked when staff have contact with any consumers, family or support people.
2. To explore further questions with MEDA's consumer group.