

<p align="center">SCRUTINY REVIEW INTITATION DOCUMENT</p>
<p>Review: Patient Feedback</p>
<p>Scrutiny Committee: Health Scrutiny Committee</p>
<p>Overall aim: To understand the range and effectiveness of local arrangements for obtaining and acting on patient feedback to improve primary, community, acute and mental health services.</p>
<p>Objectives of the review:-</p> <ul style="list-style-type: none"> • To understand current arrangements and mechanisms for obtaining patient feedback in relation to local health services, including both nationally mandated and locally developed arrangements. • To review how providers and commissioners are acting on patient feedback to improve the quality and outcomes of local health services • To assess the effectiveness of different approaches to gathering and using patient feedback, with a particular focus on how feedback is secured from a wide range of patients representative of the Islington population including harder to reach or more vulnerable groups.
<p>Duration: Approx. 3 months</p>
<p>How the review will be conducted</p> <p>Scope: The services in scope of this time limited scrutiny review are NHS primary care, community services, mental health services and acute services. Independent sector health providers or adult social care providers are not in scope. Patient complaints procedures and arrangements are also out of scope.</p> <p>Types of evidence to be assessed:</p> <ul style="list-style-type: none"> • Documentary evidence • Witness evidence from a range of relevant individuals and organisations <ul style="list-style-type: none"> a. Patient representatives and consumer organisations <ul style="list-style-type: none"> i. Islington HealthWatch ii. Patient representatives and groups eg Islington Patient Participation Group and practice- or service-specific groups b. Commissioners <ul style="list-style-type: none"> i. Islington CCG ii. NHS England c. Providers <ul style="list-style-type: none"> i. Whittington Health ii. Camden and Islington Foundation Trust iii. University College London Hospitals NHS Trust iv. Primary care – practice managers, GPs, LMC • Visits?
<p>Additional information:</p> <p>May want to also consider hearing from national organisations regarding innovative practice in relation to gathering and acting on patient feedback eg NHS Institute for Innovation and Improvement, Patient Experience Network, The Picker Institute</p>

