

CL7 – The service implements and monitors systems to ensure that those who have contact with the service are able to give feedback on their experience.

NB See standard statement PE5 for feedback from patients and others.

- a. Feedback on the service from those who have formal contact with it is a significant source of information to support efficient and effective practice and service improvement and development. It is also a means of fostering relationships with colleagues and involving them in the development of the service. The service should encourage feedback from users and to include GPs, hospital clinicians, multidisciplinary team (MDT) leads and other healthcare professionals, in accordance with guidance from health agencies and professional bodies. Processes for user feedback should be grounded in current best practice and reflect guidance.
- b. Materials to support user feedback should be developed in co-operation with users, agreed with users, and kept up to date. Aspects of the user experience that might be captured include:
 - Co-ordination of patient care with wards and other departments;
 - Quality of images and reports together with expected report content;
 - Timeliness and accuracy of reports;
 - Communication of reports and images;
 - Patient feedback obtained outside the radiology service which should be communicated back into it.
- c. Users should be able to give feedback in confidence in a variety of ways, for example via anonymised questionnaires or personal communication to the audit lead or service director.
- d. User feedback should be collated and analysed in order to better understand users' needs and requirements and their view of the service given to their patients. Findings should be disseminated widely through the service and, where appropriate, acted upon to improve and develop the service. Findings from analysis of user feedback, and changes made as a result should be communicated to users, for example by publishing findings on a website, or by contacting individual users who have commented on a specific matter.
- e. Robust systems should be in place to allow staff to raise concerns over any aspect of service delivery, clinical treatment or management, in confidence and without prejudicing their position. These should ensure staff are aware of the requirements under the Duty of Candour. Staff should also be able to contribute to service management and offer ideas for service improvement and development.

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