

## 3 AT A GLANCE

### 3.1 What has changed

#### The new question

There is a new standard question for all settings:

**“Overall, how was your experience of our service?”**

The new question has a new response scale:

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Don't know

And new preceding text to make it clear which setting the feedback refers to, following the words: **“Thinking about”**, providers can choose the most appropriate of these options or use their own similar wording – this will help ensure the feedback collected is related to the right service:

- your GP practice...**
- your stay in the hospital...**
- your dental practice...**
- your recent visit to A&E...**
- this maternity service...**
- our antenatal service...**
- our labour ward...**
- our birthing unit...**
- our homebirth service...**
- our postnatal ward...**
- our postnatal community service...**

**your recent appointment...**

**your recent visit...**

**our recent visit...**

**the service we provide...**

#### Change to the placement of the question

If the mandatory question is being used as part of a larger local survey, it no longer needs to be the first question asked. It can be situated in the questionnaire wherever it makes most sense to the respondents.

#### Change to recommended free-text question

Providers are still required to include at least one free text question alongside the standard fixed question and can choose locally what question or questions to ask. We have carried out some testing as part of the project and, where providers do not have a local preference, we recommend the following two questions which, taken together, have been found to encourage good quality feedback:

**Please can you tell us why you gave your answer?**

**Please tell us about anything that we could have done better**

#### Changes to timing requirements

In all settings, patients should be able to use the FFT to give feedback when they want to.

In **general and acute inpatients** and **A&E** settings the previous requirement to collect feedback at discharge or within 48 hours has been removed. Patients should be able to give real-time feedback at any time, and they should be able to use the FFT to do this. This introduces the opportunity to give feedback during time spent in the setting; and allows longer to recover and reflect on the experience before giving feedback. Providers can still choose to do a proactive feedback collection if they want to; options to consider include asking in real time whilst the patient is still receiving care, asking at discharge or asking a few days or weeks after discharge. All of these options are valid, and all have considerations, which are discussed more fully in **section 7.5** When to collect feedback.