


<b>Purpose</b>	To ensure that the Practice understands the consumer role in participation and feedback.
<b>Scope</b>	The Practice Team
<b>Policy</b>	<p>The practice will develop relationships with their local community to gain insight into the experience of using the practice services and establish a culture of patient participation.</p> <p>The Practice understands that a planned approach to improvement ensures a better chance of success.</p> <p>The Practice will through their patient feedback provide a service that is universally acceptable in their community, provides timely and equitable access and demonstrates a service that is responsive to their patient needs.</p> <p>The practice will demonstrate that the patient participation reflects the cultural and demographic mix of the practice population.</p> <p>The practice will engage with PES, the Patient Experience Measures for primary care quality improvement.</p> <p>The practice will demonstrate an awareness of the characteristics of their individual patients and the practice population to utilise population data for targeted service planning.</p> <p>The Practice will use feedback information to respond to any identified gaps in service delivery and reduce identified barriers.</p> <p>The Practice will use a variety of methods to obtain the views of patients, cares and whanau and will include surveys, comments, informal complaints, community liaison, and practice staff input.</p>
<b>Responsibilities</b>	<p>The Practice Manager is responsible to ensure that all patient feedback is treated in a confidential manner.</p> <p>The Practice Manager will conduct a Practice patient survey at least once every three years.</p> <p>The Practice Manager will demonstrate the value of patient involvement in the reviewing and continual improvement of services provided by the practice in responding transparently and positively.</p> <p>The Practice Manager will keep the practice team informed of patient experience and stories so that they can be used as a valuable source for developing services relevant to the practice population.</p> <p><b>The Practice has a planned approach for sharing information about change that is a result of patient feedback- newsletters, practice website, staff minute meetings, staff training resources</b></p>

**Resources**

- Health and Disability Commissioner: [www.hdc.org.nz](http://www.hdc.org.nz)
- RNZCGP: (Better Practice Patient Questionnaire-): [www.rnzcgp.org.nz](http://www.rnzcgp.org.nz)
- Health Quality and Safety Commission- Partners in Care, Consumer engagement, Primary care patient experience.

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