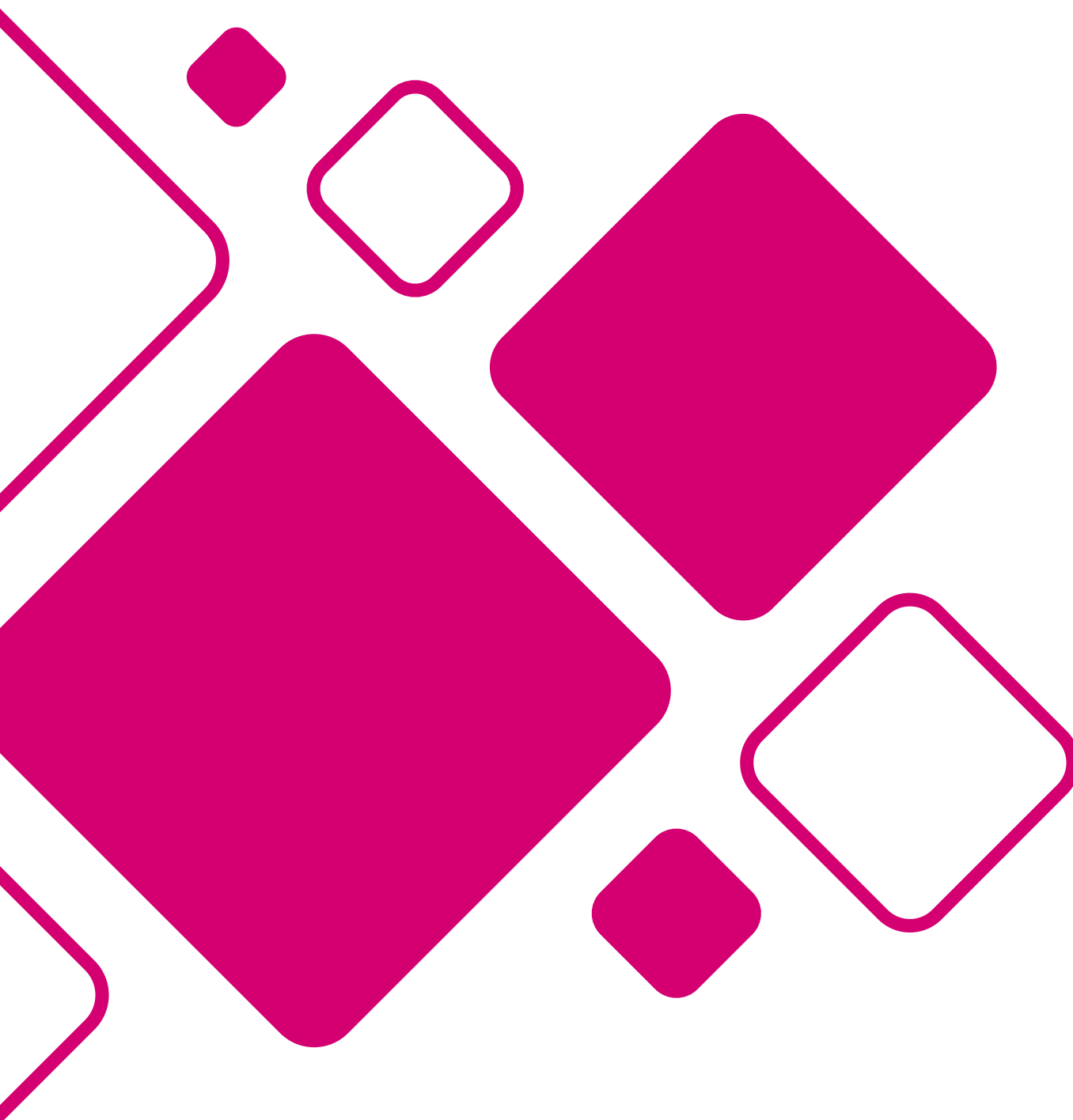


NursingDirect

POLICY NUMBER: **47**

POLICY TITLE: **CLIENT FEEDBACK**

WHO MUST ABIDE BY THIS POLICY? **ALL EMPLOYEES: PART TIME, FULL TIME OR TEMPORARY**



CLIENT FEEDBACK

THE PURPOSE OF THIS POLICY

- Nursing Direct aims to be the provider of choice within its area and believes that it will accomplish this aim by ensuring that it meets the expectations of its Clients, families of Clients, staff, and all other associated Stakeholders.
- Nursing Direct will monitor satisfaction levels in all key areas of its operations, and will review, evaluate, and implement improvements, where necessary, on a continuous basis.

MONITORING QUALITY ASSURANCE PROCEDURE

Nursing Direct has put in place systems for ongoing review of the quality of services supplied by Group companies.

Client feedback is obtained through:

- Regular telephone monitoring of Client satisfaction (minimum fourweekly), which is recorded on Nursing Direct's IT Booking System
- Feedback forms, where Clients are given the opportunity to indicate their level of satisfaction regarding an agency worker's competence, attitude and overall performance, through a range of performance satisfaction tick boxes
- Six-monthly formal appraisal, documented feedback in respect of the clinical performance of Care, Nursing and Medical Services agency workers.
- Annual national Client Satisfaction Survey

Nursing Direct will ensure that all staff are involved in the process of evaluation and planning for improvements based upon the feedback from questionnaires