

## Feedback Centre - Information for Health and Social Care providers

Healthwatch Birmingham's Feedback Centre can be found at:

<http://healthwatchbirmingham.co.uk/services/>

### Terms and Conditions

- All feedback received is subject to the provisions of the Data Protection Act and the Freedom of Information Act and will be recorded anonymously where consent to publish the reviewer's name has not been explicitly on the Feedback Centre.
- In accordance with our privacy policy, Healthwatch Birmingham does not release anyone's personal contact information.
- Healthwatch Birmingham reserves the right to remove a review at any time for any reason.
- Public reviews posted are individual and subjective opinions.
- The opinions expressed in reviews are those of the public and not of Healthwatch Birmingham.
- Healthwatch Birmingham does not endorse any of the opinions expressed by reviewers. We are not affiliated with any third-party establishment listed on this website.
- All original reviews, approved or otherwise, are archived in a secure database for reference.
- Healthwatch Birmingham will not edit or remove feedback submitted to us from the public which we have moderated, approved and published following a response or request from service providers.

Before Healthwatch Birmingham can approve a review, it must:

- **Not include any specific names** - The names of healthcare professionals, particular if the review is negative or a complaint must not be publicly disclosed online.
- **Be family-friendly** - No profanity, threats, prejudiced comments, hate speech, sexually explicit or overly graphic descriptive language, or other content that is not appropriate.
- **Not be libellous, slanderous or defamatory** - Serious allegations (including a severe failure in care, neglect, abuse or safeguarding issue) must be investigated prior to approval to ensure they are not unfounded. Any issue that would trigger a safeguarding alert will be forwarded to the relevant safeguarding body (i.e. Police, Adult Social Care).
- **Be age approved** - No reviews by children or young persons under the age of 18 can be submitted without parental/carer consent.
- **Be complemented by a valid e-mail address** - The e-mail address must be correct as there may be a need to contact the reviewer if there is a problem with the review and/or further information is required.

### Right to Respond guidance - for service providers

**Important: Be aware that our Feedback Centre is visible and accessible by the public.** Our website Feedback Centre is a public 'space' and service providers should be aware of this at all times.

- **Timely responses:** Healthwatch Birmingham is encouraging service providers to respond as quickly as they are able. This is an opportunity to demonstrate excellent patient and public engagement and your commitment to patient centred care.
- **Explanation and solutions:** Taking the time to respond to feedback demonstrates your accountability. We would advise your responses are aimed at providing context, solutions or explanations to any issues that may have been raised by the public in their feedback experience.
- **Contact details:** we would encourage services providers to provide details for where the reviewer may be able to speak to the service provider directly about their experiences (a



Healthwatch Birmingham

Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG

[www.healthwatchbirmingham.co.uk](http://www.healthwatchbirmingham.co.uk) | [info@healthwatchbirmingham.co.uk](mailto:info@healthwatchbirmingham.co.uk) | 0800 652 5278

Company Registration No: 08440757

general switchboard or helpline so you can advise the best person for them to speak to). If they have shared a negative experience or raised a problem we advise providing them details of how they can speak to you to address the issues raised.

If service providers would prefer not to include specific contact details in their reply, get in touch with Healthwatch Birmingham and we can forward the appropriate details to the person who has left a review.

- **Ensure your team are aware:** more and more health and social care providers, service commissioners and regulators are working with Healthwatch Birmingham to ensure that patients and the public have the opportunity to have their say and help shape service change, improvement and highlight best practice. Make sure your team are aware of Healthwatch Birmingham, our Feedback Centre and that patients are sharing feedback about your service.

## Healthwatch Birmingham's Responsibility

The functions of Healthwatch include gathering people's views and making those views known to local partners and health and social care providers. Healthwatch Birmingham has a responsibility to review, moderate and action every piece of feedback experience coming through to our organisation.

**Feedback from the public can be received in a variety of ways such as:**

Telephone call, E-mail, Letter, Feedback Postcard, organised event, consultation or regular drop-in or via the Healthwatch Birmingham Website feedback centre by allowing consumers to leave reviews about a service.

Whilst undertaking its functions, Healthwatch Birmingham may become aware of concerns, comments, and complaints that may require escalation to agencies to which the service provider is accountable. Failure to escalate would be a failure to effectively carry out our function as Healthwatch Birmingham.

Working with relevant bodies like the Care Quality Commission (CQC), we can take action to investigate or undertake a review of services using authoritative, evidence-based feedback instigated by concerns that are brought to our attention. Healthwatch Birmingham also work closely with the three local Clinical Commissioning Groups (CCGs) to ensure services are designed to meet people's needs and that they are made aware of any concerns, complaints or issues in regards to health and social care services in the city.

Any compliments received from the public will be shared with providers and stakeholders either during regular meetings that Healthwatch Birmingham attends or by separate reporting.

### Friends and Family Test:

If you have received feedback and people have completed the Friends and Family Test question in our feedback form, Healthwatch Birmingham will share that data with you when we email you.

### What happens to feedback we receive?

Information about the feedback journey and how Healthwatch Birmingham use feedback can be found on our website at: <http://healthwatchbirmingham.co.uk/your-feedback/>

---

For general Healthwatch Birmingham terms and conditions visit our website <http://healthwatchbirmingham.co.uk/terms-conditions/>

