

Frimley ICB Clinical feedback process

Welcome to the Frimley ICB clinical feedback process. It is designed to help us collate healthcare professionals' feedback about local health and social care services.

We intend to use this feedback to highlight areas of our system where quality improvement works could benefit the service user, promote equitable and efficient services, and to spread innovation and best practice. We are also interested in hearing about positive experiences as well as those that may have not gone so well.

This supports our aim to continuously improve care and treatment for our local population.

"This is not a system for reporting patient safety incidents and is not an urgent response service – please use LFPSE (Learning from Patient Safety Events) or your local reporting system."

Patterns emerging / Repetition of similar themes identified



Raise clinical feedback through the link:

https://datix.scwcsu.nhs.uk/datix/live/index.php?form_id=5&module=PAL

or via email frimleyicb.clinicalfeedback@nhs.net if you have no access to the link



Frimley ICB, led by the Quality Team will:

- Triage weekly to discuss the clinical feedback and ascertain if current workstreams / QI works exist to address the feedback or if such work needs to be initiated,
- If the ICB Quality team identifies a potential patient safety incident in any of the feedback provided, further actions will be considered in line with the PSIRF principles.



CF themes summary provided to reporters (both Primary and Secondary care) with Quality Improvement updates via:

- Quarterly report highlighting themes,
- Monthly meeting held with FHFT GP interface and PALS,
- Quarterly feedback to the biweekly primary care meetings,
- To link with provider Quality and Patient Safety teams as need indicates.



DISCUSSIONS / RESOLUTION / further themes raised at:

- Clinical Interface Committee (CIC): Quarterly themes,
- System Quality Group.