INTERNAL ONLY
ISLHD BUSINESS RULE
COVER SHEET

NSW GOVERNMENT | **Health** Illawarra Shoalhaven Local Health District

NAME OF DOCUMENT	Consumer Feedback on Patient Information Resources: Process for Gathering and Recording
TYPE OF DOCUMENT	Business Rule
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EXECUTIVE SPONSOR or EXECUTIVE CLINICAL SPONSOR	Director Clinical Governance, Patient Safety & Quality
AUTHOR	Quality Systems/Patient Information Portal (PiP) Data Manager
KEY TERMS	Consumer Information Resources Health Literacy Consumer Feedback
FUNCTIONAL GROUP OR HUB	Clinical Governance Unit
NSQHS STANDARD	Standard 2
SUMMARY	This rule explains the requirements for completing Consumer Feedback tools when developing Consumer resources.

COMPLIANCE WITH THIS DOCUMENT IS MANDATORY

Feedback about this document can be sent to ISLHD-Policies@health.nsw.gov.au

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CLINICAL GOVERNANCE BUSINESS RULE

Name	Process for Gathering and Recording Consumer Feedback on Patient Information Resources
What it is	This Business Rule explains: • The process for gathering and recording consumer feedback on Patient Information Resources. • What is involved to complete the ISLHD Consumer Feedback Tool and the Consumer Information Feedback Log and • The reasons why ISLHD gathers and records consumer feedback to develop patient information. When gathering consumer feedback on ISLHD Patient Information resources the following is to becompleted: • The ISLHD Consumer Feedback Tool. This form records what consumers think about the resource; and • The ISLHD Consumer Information Feedback Log. This form is to record any revisions to the ISLHD Patient Information resource based on the feedback from a minimum of 5 consumers. It is important to complete both forms when developing and/or substantially revising ISLHD Patient Information resources in plain English because: • These forms help ISLHD to develop resources that are easy to understand and written in plain English • They will be included as evidence in addressing Standard 2 of the National Safety and Quality Health Service Standards.
Who it applies to	All ISLHD staff that develop patient information resources ISLHD Health Literacy Ambassadors
When to use it	The *ISLHD Consumer Feedback Tool* has been designed to gather feedback from consumers. A consumer is a patient and /or their carer. It is used when developing or reviewing a patient information resource. *The ISLHD Consumer Information Feedback Log* is used to collate the consumer responses and help create resources that are easy to understand for consumers.

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How to use it	Reviewers and consumers use the *ISLHD Consumer Feedback Tool* when reviewing patient information produced by ISLHD.
	Each resource is reviewed by at least 5 consumers. The review is conducted one on one, or in a small group setting. In the case when a resource is being reviewed in another language an interpreter is required to assist in the review.
	Once the review has been undertaken the comments are entered onto the *ISLHD Consumer Information Feedback Log* and the author notes next to each comment the actions that will arise from the comments.
	You are asked to email to the Patient Information Coordinator: • The resource before it was reviewed with consumers; • The ISLHD Consumer Feedback tool; • The ISLHD Consumer Information Feedback Log; and • The revised resource approved by the relevant manager to publish Send these to ISLHD-PatientInfo@health.nsw.gov.au
	These documents will be trimmed and will form part of the evidence of how services have partnered with consumers to review and produce resources in plain English.
Why the rule is necessary	This business rule helps ISHLD comply with Standard 2 of the National Safety and Quality Health Service Standards and adheres to the following core actions:
	2.2.2. Consumers, carers, families and/or guardians are actively involved in decision making about safety and quality;
	2.4.1.Consumers,carers, families and/or guardians provide feedback on patient information publications prepared by the health service organisation (for distribution to patients);
	2.4.2.Action is taken to incorporate consumers, carers, families and/or guardians' feedback into publications prepared by the health service organisation for distribution to patients and
	2.7.1. The community and consumers are provided with information that is meaningful and relevant on the organisation's safety and quality performance.
Who is responsible	All ISLHD staff that develop patient information resources.
	ISLHD Health Literacy Ambassadors.

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	ISLHD Service Managers.
	ISLHD Quality Managers.
Reference	Australian Commission on Safety and Quality in Health Care National Safety and Quality Health Service Standards, September 2011
	ISLHD Development, Approval and Publishing of Patient Information Procedure 2017

I, Patient Information Portal Coordinator of Clinical Governance Unit attest that this business rule is not in contravention of any legislation, industrial award or policy directive.

Revision & Approval History

Date	Revision No.	Author and Approval
July 2017	0	**Author:** Previously published on PiP intranet page Reviewed by PIP Coordinator Draft for comment July 2017
		Approval: Manager Clinical Governance Unit July 2017
September 2022	1	**Author:** Quality Systems/PiP Data Manager Plain language applied Draft for comment August 2022
		Approval: Director Clinical Governance, Patient Safety & Quality – 20.9.22