

This is a really simple way of gathering and reporting on people's experience of a service

A) Gathering individual experience

- 1) A large roll of wallpaper lining paper is hung horizontally on the wall - and divided into sections - each section with a heading representing a part of the journey through the service, from being initially referred, being seen, receiving treatment and any follow ups.
- 2) Each parent is given a handout with similar headings – and asked to think about their journey through the service.
- 3) For each step of the journey they put a comment on sticky notepaper, describing what was good or bad about that part of the journey.
- 4) They then stick these on the wall chart – if it was a good experience putting it at the top, if it was a bad experience putting it at the bottom.

B) After people have all had the opportunity to add their comments to the wall chart

- 1) As a group look at the chart and identify sections where comments are mainly at the bottom, this is a part of the service that needs looking at further.
- 2) Are there some sections where some people have had good experiences and others bad? Ask people to talk about their bad experience. Are they similar? Is there something that links them together e.g. children with a learning disability , live in a rural area ?

C) Work in small groups

- 1) In small groups, ask each group to concentrate on one of the sections where people had mainly bad, or a mixture of good and bad experiences.
- 2) Ask each group to describe on flip charts what this bit of the service would look like if it was working well, making use of the good and bad experiences described on the wall.

Reporting

Take wall chart and flip charts away with you to write a report, with recommendations on what needs to be included in service specifications.

You will find an example of a handout used for a wheelchair service consultation using this method overleaf.

The report from this consultation can be found at www.cafamily.org.uk/pcp/healthservices

Wheelchair service: Learning from people's experience











Think about the emotions you experienced at the different stages of getting your child a wheelchair and using the wheelchair service.

Were you happy / delighted / impressed / confident with the information you were given, the people you dealt with and the service provided? Or at times did you feel lost / confused / frustrated / angry?

Write down on **separate** sticky notes words to describe your experience **for each part** of your journey.

When it was a good experience please put your sticky near the top of the chart on the wall, when it was bad put your sticky near the bottom.

Referral	Waiting	Assessment	Choosing a wheelchair	Waiting	Wheelchair provision	Repairs	Reviews
 Was it easy to get a referral to the wheelchair service? When you were referred, were you given information telling you about the service and what to expect?	 Did you have to wait long for the assessment? Were you kept informed about what has happening with your referral and how long you would have to wait?	 How happy were you with the assessment? Were you given time to ask questions and tell the person carrying out the assessment about your child's needs as well as your own?	 Were you given information about your options regarding choice or wheelchair? Were you given enough information to help you decide which wheelchair would best meet your child's needs?	 Did you have to wait a long time for your wheelchair to be delivered? Were you kept informed about what was happening?	 Did the wheelchair arrive on time? Did it meet your child's needs? Did it perform well or were there problems?	 If your child's wheelchair breaks down do you know where to go? If you have had your child's chair repaired – how did you find the service?	 Does your child automatically get their wheelchair reviewed? Is it frequently enough? If your child needs a new assessment because their needs have changed how easy is it to get one?
