

Obtaining Comments from People who use the Nursing Agency Policy

Version Control Sheet

VERSION	DATE OF REVIEW	IMPLEMENTED AND AUDITED BY	STATUS	COMMENTS
4	01/04/2024	Ann Kelly (Registered Manager)	Active	To be reviewed 01/04/2025

Purpose

This policy applies to all staff, contractors, and individuals working on behalf of Clinical24 Staffing Limited, involved in the provision of nursing agency services in Northern Ireland.

Statement

Clinical24 Staffing Limited is committed to continuously improving our nursing agency services in Northern Ireland. This policy outlines our approach to obtaining comments and feedback from people who use our services. By actively seeking comments and feedback, we aim to gain valuable insights, address concerns, and enhance the quality of care provided.

Procedure and Guidance

Methods of Obtaining Comments

- **Satisfaction Surveys:** We conduct regular satisfaction surveys to gather feedback from people who use our nursing agency services. These surveys may be administered in person, over the phone, or electronically. We use structured questionnaires to assess various aspects of the service, including staff professionalism, communication, punctuality, and overall satisfaction.
- **Feedback Forms:** We provide feedback forms on our Timesheets, and they are taken to various locations by our workers. These forms allow service users to provide comments, suggestions, or concerns about the care received. We encourage individuals to provide their contact information if they require a response or follow-up.
- **Online Reviews:** We periodically receive reviews via online channels, such as Indeed and Google, to create an open and interactive environment where service users and staff can discuss their experiences and offer suggestions for improvement. These online reviews can help identify underlying issues or themes.

- **Personal Interviews or Phone Calls:** In certain situations, we may conduct personal interviews or make phone calls to gather comments and feedback directly from service users and staff. This allows for a more personalized conversation to address specific concerns or obtain detailed information.
- **Complaints Process:** Service users and staff are encouraged to use our established complaints process to raise concerns or provide feedback. We provide clear instructions on how to submit a complaint and ensure that all complaints are handled promptly, confidentially, and in accordance with applicable regulations and standards.

Confidentiality and Privacy

We understand the importance of confidentiality and privacy when obtaining comments and feedback from service users. We ensure that all comments and feedback are treated confidentially, with strict access controls and safeguarding measures in place to protect personal information.

Handling and Actioning Comments

All comments and feedback obtained are documented, reviewed, and analysed by designated personnel. Comments are categorized and assessed based on the urgency, severity, and impact on service quality. Appropriate actions, such as initiating investigations, addressing concerns, implementing process improvements, or providing staff training, are undertaken to ensure that identified issues are effectively resolved.

Communication and Reporting

We maintain open communication channels with service users, keeping them informed about how their comments and feedback are being addressed, as appropriate. We may also provide aggregated and anonymized summaries of comments and feedback to senior management, reviewing committees, or regulatory authorities to facilitate ongoing quality improvement efforts.

Continuous Improvement

Obtaining comments and feedback is an integral part of our commitment to continuous improvement. We regularly evaluate and update our processes based on the feedback received, taking into account the evolving needs and expectations of service users.

Compliance and Accountability


Clinical24 Staffing Limited ensures compliance with all relevant data protection laws, regulations, and guidelines when obtaining, handling, and storing comments and feedback.

All staff members are responsible for adhering to this policy and actively participating in the process of obtaining comments and feedback from service users.

Review and Updates

This Policy will be reviewed annually to ensure its effectiveness, relevance, and compliance with evolving regulatory requirements.

Next Review

Reviewed by:	Ann Kelly
Title:	Registered Manager
Signed:	
Last Review Date:	01/04/2024
Actions:	Address Updated

Next Review Date: April 2025