

# Leaving a review on our Feedback Centre: A step-by-step guide.

#### What is the Feedback Centre?

The <u>Feedback Centre</u> on the Healthwatch East Sussex website allows people who have used local health and care services to leave a review of their experience, including an overall 'star' rating.

Reviews for each service are published on the website, so that the public and other users can see them.

They can also be viewed by service commissioners and providers to help them understand people's experiences, both positive and where changes are needed.

## Why leave a review?

GPs, Hospitals, Dentists, pharmacies and care homes have to be influenced by their local community in order to develop and improve the services they provide. Leaving a review with Healthwatch, the local independent consumer champion for health and care, allows us to share feedback, make recommendations and guide decision-making.

Service providers can also leave a response to the reviews that are left, letting reviewers know about any changes they have made, or provide information and advice.

## How will you use my personal information?

To ensure reviews are valid, we ask reviewers for their name and contact details. People posting reviews can choose whether to have their name alongside their review, or for these to be left anonymously. Your personal information will not be shared with service providers or other third-parties without your consent.

For more information on how we use your information please see our **Privacy Policy**.



#### How to leave a Feedback Centre review

#### Step 1: identifying the service you wish to review healthwetch Go to www.healthwatcheastsussex.co.uk/services/ or click Home About Us ▼ Review a Service ▼ Find Information ▼ Complaints Get Involved Our Work ▼ News Contact Safeguarding COVID-19 Vaccination Hub Work With Us Young Healthwatch 'Review a Service' from the menu options. Review a service This website page lists the health and care services you can review. Search for a service and leave your feedback below Find your local service and leave your feedback... Q) You can also see which services have already received reviews, and sort them by various attributes e.g. most reviewed, most recently reviewed etc. The fastest and easiest way to find the service is by using Find your local service and leave your feedback... the search tool on the right of this page with the heading 'Find your local service and leave your feedback...' Search for a service or location In the search box, type the name of the service. Search for a service or location Please ensure that this is spelt accurately and it is the 22 St Peters Road current name of the service. Some services can change 63 Collier Road their name over time, such as through mergers. A&E Eastbourne District General Hospital The name of services with that name or similar names A&E Royal Sussex County Hospital should appear in the drop down as you type.



Once the name of the service you wish to review appears, left click on its name in the drop-down.

This will take you to the dedicated page for that service.

Can't find what the service you are looking for?

If you can't find the service that you are looking for, then you can add the details of the service that you want to review by going to the address below:

https://healthwatcheastsussex.co.uk/services/add

This will ask you for details about the service. It will also ask for your details.

County

Website

Description

Once you have filled in the form with this information, please click on the *'Leave a review'* button at the bottom of the page.



## Step 2: leaving your review on that service

Once you have found the dedicated page for the service you wish to review, you can then leave your feedback in the boxes provided.

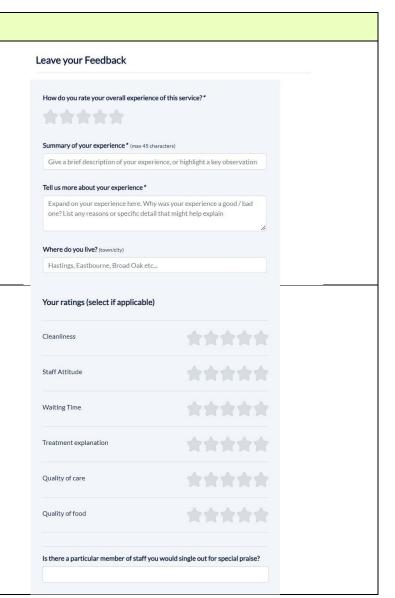
You can leave an overall rating of your experience (star rating out of 5 – where 5 is excellent).

We also ask for specifics about your experience. What was good, bad or indifferent and why? What affect did this have on you?

You can also rate particular aspects of the service you have used. For example, the wait time, staff attitudes and the quality of care.

These can be rated using a star rating, where 1 is Poor and 5 is Excellent.

If appropriate, you can highlight a member of staff at the service you are rating for particular praise. You can name staff, but may prefer to identify their role e.g. receptionist, nurse, pharmacist, physio etc.





We ask for some details about you, such as your name and email address.

You can choose to leave feedback anonymously. If you choose this option, we will post your review and comment, but not your name. However, we will retain these details.

Your name and contact details help validate the reviews we receive, and also allow us to contact you about your experience if the need arises. This allows us to offer additional help and support if required.

You can choose whether to allow us to contact you.

We also ask for confirmation that reviewers are aged 16 or older.

Once you have completed the form, simply click on the 'Submit feedback' button and your review will be submitted.

Name	
□ Lea	ive feedback anonymously?
Email	*(Your email will be kept private and you will not be sent any marketing material)
□ I ac	cept the <u>Terms and conditions</u>
	ent to being contacted regarding my feedback by Healthwatch *
l confi	rm I am over the age of 16*
○ Yes	O No
Subsc	ribe to the newsletter? ○ Yes, please sign me up ○ No, I don't need this
Subi	mit feedback
Only	our overall rating, comment and name (if disclosed) will be visible online.



## Step 3 - Validation and posting

Once 'submitted' your feedback will then be published online to the Feedback Centre page of the service that you reviewed.

Please note that your review may not appear immediately.

All reviews are subject to moderation and approval by the Healthwatch East Sussex team before posting. We reserve the right not to post reviews in line with our <u>terms and</u> conditions.

Once moderated, reviews will be publicly accessible via the Feedback Centre.

Where services have asked to receive reviews, they may provide a response on the website, but will not receive reviewers personal information unless they have chosen to post their name alongside their review.



#### **Contact Us**

If you need support in submitting a review or accessing health and care services, please contact our Information & Signposting service via: <a href="mailto:enquiries@healthwatcheastsussex.co.uk">enquiries@healthwatcheastsussex.co.uk</a> or 0333 101 4007.