

Responding to Patient Feedback (including complaints)

INITIATE THE CONVERSATION (Prepare with intention)

YOURSELF

How do I feel?
Plan & practice

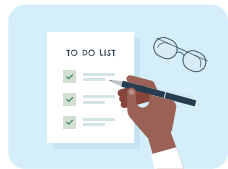
ENVIRONMENT

Therapeutic space, private



INFORMATION

Gather information and read



What is their perspective?

GREETINGS

Hello my name is...

NONVERBAL

Facial, body, vocal, space, time...



EMPATHY

I see... it sounds like...

CLEAR, SHARED AGENDA

Tell me...

(thoughts, feelings, expectations)

GATHER INFORMATION (What is important to the patient?)

LISTEN

Eye contact, leaning, nodding, facing the person...



QUESTIONS

Open, screening

You said you were worried, can you tell me more about that?

SILENCE

Shhh... pause



SUMMARISE

Facts & feelings

I'm going to summarise so we're all on the same page, please tell me if I've got it right...

PROVIDE INFORMATION (Working together)

CORRECT AMOUNT & TYPE

Assess the patient's starting point

"Just so I know where to begin, could you tell me what you know already about...?"

Chunk & check

AID RECALL & UNDERSTANDING

Use easy to understand language
Slow down
Organise & signpost

"There are three important things that I would like to discuss... First..."

INCORPORATE PERSPECTIVE

Relate explanation to patient concerns

"You said you were annoyed that..."

Respond to nonverbal cues

CLOSE THE CONVERSATION (Final check and next steps)

NEXT STEPS

Actions, support, follow-up

SAFETY NET

Be specific, contact details

If you are worried about anything in the meantime...

SUMMARISE

Shared understanding

So, just to review, we talked about

CHECK

How are you feeling?

Something else?

SHARED DECISION MAKING

Share your thinking

"I would like us to make this decision together"

Explore options

"I think there are 2 options we could discuss"

Negotiate the plan

"If I understand you correctly, you are inclined to choose..."

Check with the patient

"Can I just check now what you think of the plan?"



Find out more: www.hse.ie/nhcprogramme

