

***Practice* Based Scenario**

**Making client feedback process more accessible**

**About this document**

This document is designed to take you through a practice-based scenario to help you reflect on what you might do if faced with a similar situation. It can be used to guide your thoughts and prompt discussion with your colleagues. Working through this document counts towards your continuing professional development (CPD). Your reflections on this document are not assessed and you do not have to send your responses to the RCSLT.

You can work through it on your own, with a colleague or supervisor, or in groups, eg as part of an RCSLT Hub or Clinical Excellence Network.

This document is broken into six parts:

1. **The scenario:** for you to read
2. **The issues to consider:** for you to gather your thoughts on practice issues relating to this scenario
3. **Next steps:** for you to plan out what you would need to do next
4. **Prompts for consideration:** RCSLT prompts for further consideration
5. **Sources of further information:** links to professional guidance
6. **Update your CPD diary:** for you to do
7. **The scenario**

**Senior occupational therapist colleagues in your team are gathering client feedback as part of a service review. They have limited time and plan to develop a printed questionnaire.**

**You are a band 5 SLT and recognise that you may have an opportunity to influence what they plan to do to make the process more accessible.**

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**What do you do in this scenario?**

1. **The issues to consider**

**What do you need to consider?**

Think about the above scenario and its implications and jot down your notes about issues you may need to consider. Please feel free to use extra sheets of paper if you need. Or, if you are in a group, you may like to record on a whiteboard or flipchart.

1. **Next steps**

**What steps do you think you need to take next?**

1. **Prompts for consideration**

This scenario provides a great opportunity to improve the accessibility of the feedback forms, making it easier for service users to complete them and possibly improving the quality of the data. Not only that, but it could provide a chance for you to raise awareness of SLCN and also help you to develop your own skills in influencing and cross-team working. However, you should still consider carefully how you might proceed.

Remember that if you are faced with a similar situation you will need to think about it in relation to the frameworks within which you work, such as the Health and Care Professions Council (HCPC) Standards, RCSLT professional guidance and resources, local and national policies and also policies of your employer (or your own policies if practising independently).

Please note that this list is not exhaustive and does not constitute legal advice.

**Prompt questions to consider**

1. Is there existing organisational guidance on gathering feedback from users?
2. Are there existing service user involvement groups?
3. Is there existing organisational guidance on implementing inclusive communication?
4. How will you get your manager to agree to you doing this?
5. Is it your role?
6. What skills and knowledge as a SLT can you bring to the process?
7. How can you influence your occupational therapist colleagues?
8. What are the risks to the clients and the service if you don’t?
9. Who else in your team can help and support you?
10. Are there existing materials you could use?
11. Who else in the organisation should you involve?
12. How can you use this to increase the skills and knowledge of the whole multi- disciplinary team around inclusive communication?
13. How can you make the most of this as a CPD opportunity?
14. How and with whom will you share your learning?

**Possible next steps**

1. Discuss your proposal with your manager and what approach you are going to take. You should have agreement from your manager if this is not a core part of your role. Be prepared to argue the case, with a list of benefits for service users and risks if you don’t get involved.
2. Find others who can support you in developing this material as it would benefit from a cross team approach.
3. Think about how you might pilot the questionnaire with service users to test it works. How would you evaluate the pilot?
4. Once you have an agreed plan you can make a start!
5. **Sources of further information**

**The following information in the professional accountability and autonomy, and professional guidance sections of the RCSLT website is also particularly relevant:**

1 – [Promote and safeguard the interests of service users and carers](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-5)

2 - [Communicate appropriately and effectively](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-6)

6 - [Manage risk](https://www.rcslt.org/professional-autonomy-and-accountability-guidance#section-10)

[NHS England Accessible Information Standard (2015)](http://www.england.nhs.uk/ourwork/patients/accessibleinfo)

[Inclusive Communication](https://www.rcslt.org/inclusive-communication)

1. **Update your CPD diary**

Working through this scenario counts towards your CPD. Once you have completed this scenario, please record this learning and your reflections in your CPD diary.