[Insert organisation name/logo]

# patient REPORTed experience feedback TEMPLATE

**[Insert project title]**

**report**

**[Insert month/year]**

**Prepared by [insert name/entity]**

*The* ***[insert organisation name]*** *is a* ***[insert short description of your organisation]*** *and its goal is to* ***[insert organisation’s goal].***

***[Insert organisational contact details]***

**🖌Note\***

This template has been developed as a guide only and aims to assist organisations to prepare a final report on Patient Reported Experience of Service. It provides a suggested structure on how data and feedback can be presented. It is recommended to adapt the template according to your organisation requirements.

\*Please delete note before finalising this document.

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## 1. ACKNOWLEDGEMENTS

**[Insert acknowledgements to clients for contributing their time and feedback to the review]**

## 2. BACKGROUND Program/Organisaiton description

### 2.2 About the program/service intervention

**[Insert details about the program/treatment/intervention service operates covering topics such as, intended outcomes, intended inputs and outputs, and summary of project staffing and management.]**

### 2.3 About the data collection

**[Including terms of reference, methodology, stakeholders consulted etc.]**

## 3. INTRODUCTION AND outline of importance of collecting and collating patient or client reported measures and results

**[Brief introduction and description]**

### 3.1 About the Patient/Client Reported Measure

**[Insert overview of measures used and their validity (with references)**

**3.2 How the data was collected, including timeframes, processes, consent**

**3.3 Results and Client impacts**

**3.4 Program strengths**

**3.5 Program challenges**

## 4. FUTURE OPTIONS/ RECOMMENDATIONS

**4.1 Discuss how the feedback from clients/patients will/has, changed service delivery, informed practice or provided opportunity to develop any quality improvement projects**

**[Insert program recommendations and how feedback will inform future directions]**

## 8. REFERENCES

**[Insert the key references used to developed the report]**

## 9. ATTACHMENTS

**[Insert key documents that will support the report data or information provided]**

## 10. [INSERT ORGANISATION NAME] CONTACTS

**For more information about [program] contact:**

|  |  |
| --- | --- |
| **[Insert Project Manager Name]** **[Insert role, Project Manager]****Phone: [insert number]** **Email: [insert email]**  | **[Insert Project Officer Name]** **[Insert role, Project Officer]****Phone: [insert number]** **Email: [insert email]**  |

**[Insert organisation name]**

**[Insert address]**

**Phone: [insert phone number]**

**Fax: [insert fax number]**

**Email: [insert organisational email]**