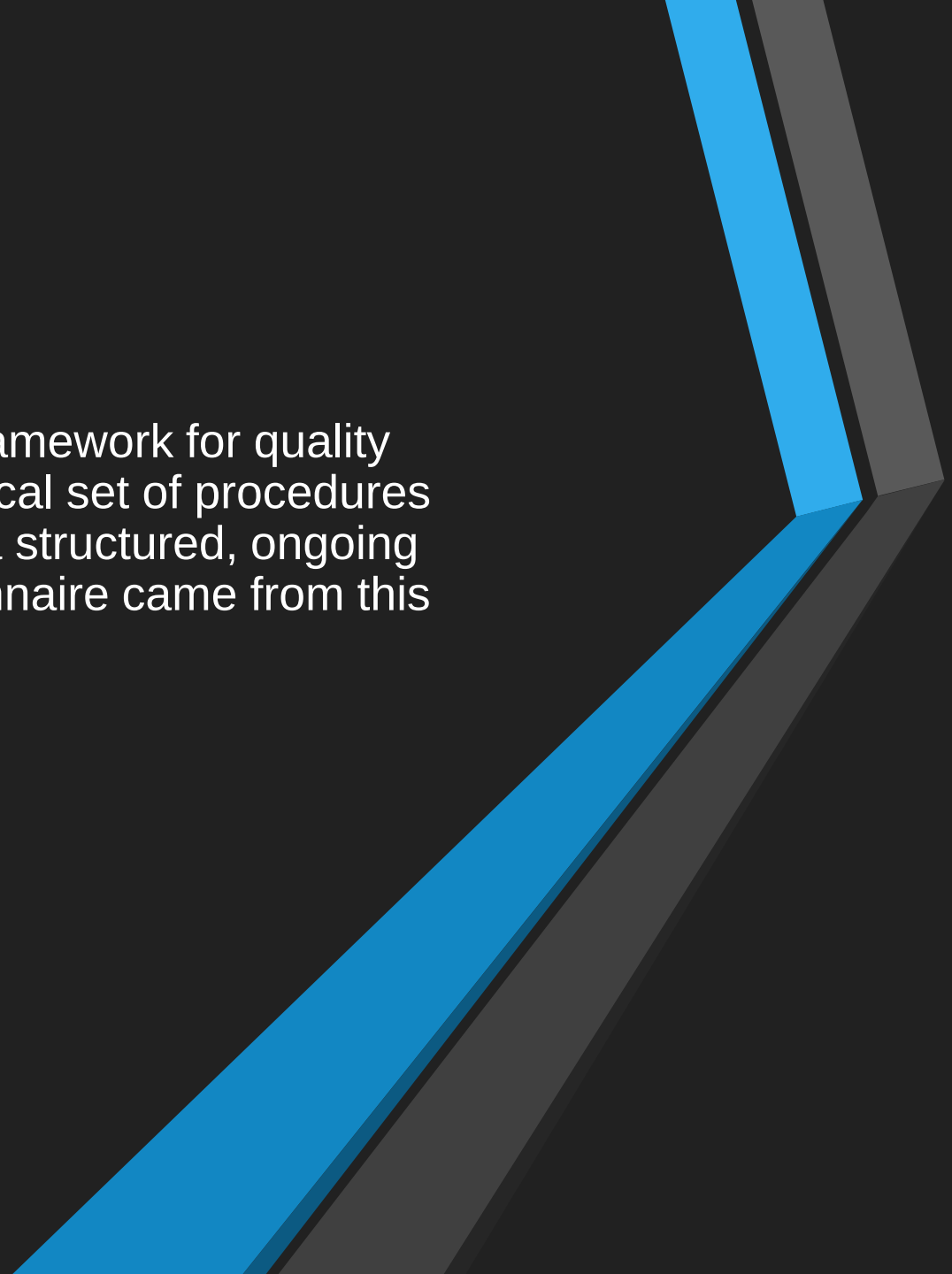


PDSA Cycle

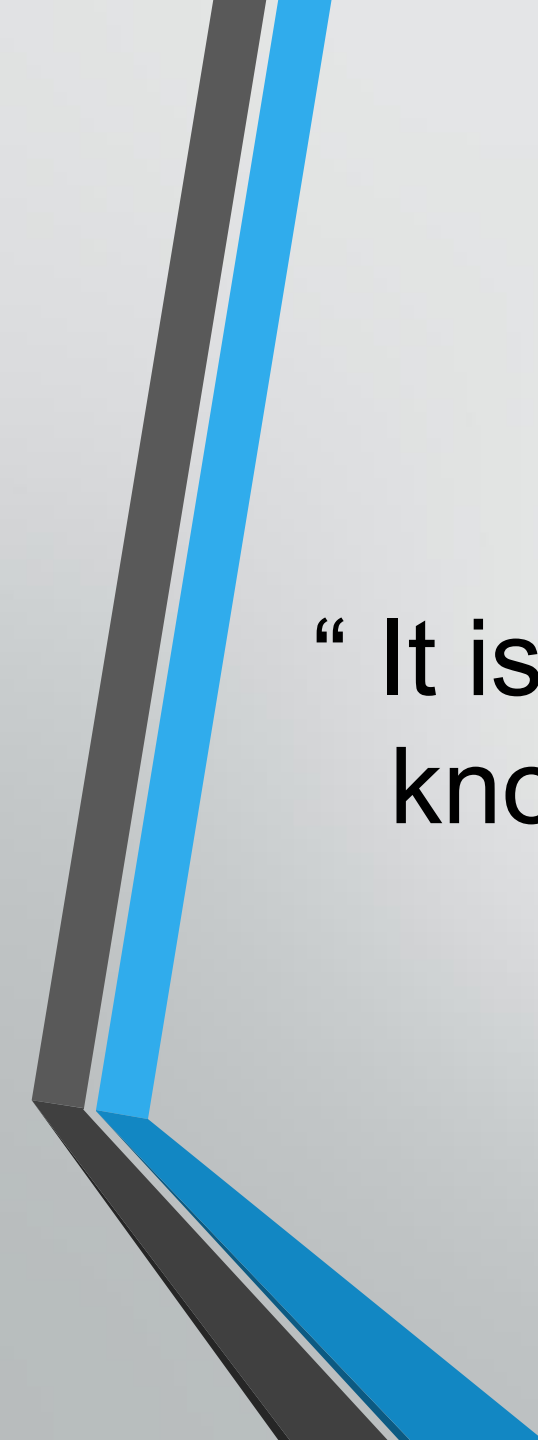
Service improvement Project





W. Edward Deming PDSA cycle, is a popular framework for quality control and system improvement. It's a methodical set of procedures intended to promote continual improvement in a structured, ongoing way. My inspiration to do this feedback questionnaire came from this quote.....

(Creighton 2022)



“ It is not enough to do your best; you must know what to do and then do your best”

William Edwards Deming



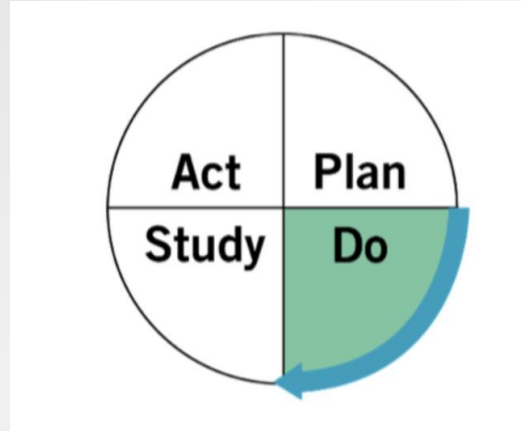
Batalden and Davidoff (2007), highlight the need of accurate data collection and analysis to support improvements in services. Organisations can use satisfaction surveys to find out more about the specific aspects of their services that require improvement.

Batalden and Davidoff (2007),



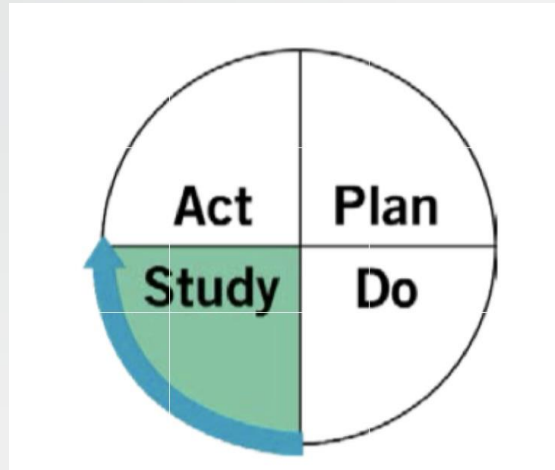
Objective: To gather feedback from patients who received spasticity feedback form to improve the quality of care and treatment outcomes.

Method: The survey was sent to the 8 individuals to capture patient experiences and opinions regarding spasticity treatment feedback forms.



The survey was sent via postal mail to 8 patients 2 weeks after their follow-up appointments. The patients were informed about the purpose of the survey and assured of the confidentiality of their responses.

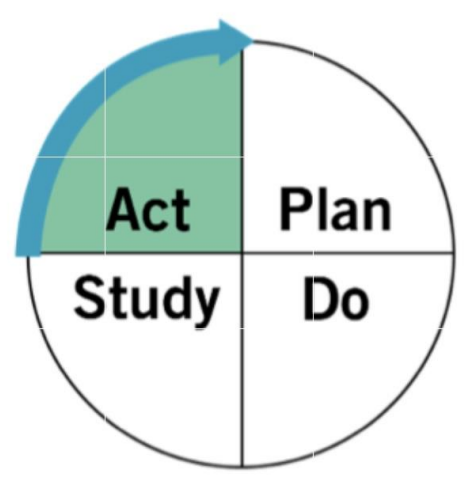
I will personally be responsible for managing the distribution and collection of surveys.



Responses from the survey will be collected and analysed to identify common themes and areas for improvement.

The data will be used to understand patient experiences on the effectiveness of current feedback form, and any challenges they may have faced.

The survey results will be reviewed by myself, and key findings will be shared in my monthly supervision with the physiotherapist to discuss potential changes to improve patient experience with filling out the feedback form.



Action Plan

Based on my survey findings, an action plan will be developed by the clinician to address any identified issues or opportunities for improvement.

This may include changes to treatment protocols, patient education materials, or communication strategies.

Thank you for taking the time to provide us with your valuable feedback. Your input is vital in helping us improve our spasticity feedback process. This survey aims to gather insights into why some individuals may not return spasticity feedback forms. Your responses are anonymous and will be used solely for the purpose of process improvement.

1. Gender:

- Male
- Female
- Other (please specify)

2. Age group:

- Under 18
- 18-30
- 31-45
- 46-60
- Over 60

3. Have you previously been provided with a spasticity feedback form?

- Yes
- No

4. Please select any of the following reasons why you did not return the spasticity feedback form:

- Lack of time
- Complexity of the form
- Forgetfulness
- Unaware of the importance of feedback
- Language barriers
- Other (please specify)

5. If you selected "Other," please specify the reason:

6. What could we do to make it easier for you to return the spasticity feedback form in the future?

7. Based on the reasons provided, what changes can we implement to encourage more people to return spasticity feedback forms?

8. Would you be willing to participate in a follow-up study or focus group to explore this issue further?

- Yes
- No

Thank you for participating in this survey. Your feedback is invaluable to us. We are committed to improving our spasticity feedback process, and your input will help us make meaningful changes. If you have any additional comments or suggestions, please feel free to share them below.

Additional Comments:

Thank you for taking the time to complete this survey. Your participation is greatly appreciated.

1. Gender: **Male**

2. Age group: **Over 60**

3. Have you previously been provided with a spasticity feedback form? **Yes**

4. Please select any of the following reasons why you did not return the spasticity feedback form:

Forgot, Unaware of the importance of feedback, Lack of time (Staff shortage)

5. If you selected "Other," please specify the reason: **N/A**

6. What could we do to make it easier for you to return the spasticity feedback form in the future?

- **Provide a brief explanation of the impact of the feedback and how it contributes to improving services.**
- **Provide a digital option for submitting feedback forms, send via email**
- **Send a reminder email or text message a few days after providing the form.**

7. Based on the reasons provided, what changes can we implement to encourage more people to return spasticity feedback forms?

- **Include a clear statement highlighting the significance of the feedback and its role in enhancing care.**

8. Would you be willing to participate in a follow-up study or focus group to explore this issue further?

- **Yes**

Additional Comments:

It would be helpful to understand the importance of the feedback to motivate me to complete the form. Thank you for considering my input.

Conclusion

The feedback received from individuals, has provided valuable insights into the challenges they face when completing spasticity feedback forms. These findings underscore the importance of making the feedback process more accessible and user-friendly for all individuals, regardless of their circumstances.

Several common themes have emerged, including difficulties in understanding the questions, time constraints, and the need for personalized assistance.

These findings underscore the importance of making the feedback process more accessible and user-friendly for all individuals, regardless of their circumstances.

Moving forward, there is a need to implement changes that address these challenges.

This may include offering digital submission options, simplifying the language and format of the forms, providing personalized assistance for individuals, and implementing reminder systems to prompt individuals to return the feedback forms.

These changes aim to enhance the inclusivity and effectiveness of our feedback process, ensuring that all individuals have the opportunity to provide their valuable input.

References

Batalden, P. B., & Davidoff, F. (2007). What is "quality improvement" and how can it transform healthcare? *Quality and Safety in Health Care*, 16(1), 2-3

Westberg, J., & Hilliard, J. (2001). *Fostering reflection and providing feedback : Helping others learn from experience: helping others learn from experience*. Springer Publishing Company.

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