**SERVICE USER FEEDBACK TOOL**

**Instructions to implement the Service User Feedback Tool**

The following **Service User Feedback Tool** can be used in collaboration with other information to evidence the ICRC Physiotherapy Standards listed.

This tool is used by an independent person and asked to service users after discharge from physiotherapy (either immediately or if they return at a later date). It should be done by somebody else than the physiotherapy staff and/or representative from the centre/hospital, e.g. a disabled people organisation’s representative.

The questions need to be discussed at each individual context level and translated into each language (and context) so that the replies will be valid and reliable.

**Instructions to use the Service User Feedback Tool (with service users or with carers)**

* **This questionnaire can also be used for carers (eg. when the service user is a small child or a person unable to respond). In this case the questions should be adapted (eg. “him/her” instead of “me”)**
* Ensure the service user/carer is comfortable in a position of their choice
* Explain to them the reason for receiving their feedback, that the time required is approximately 15 minutes, and a “Yes” or “No” response is required. They can also offer any additional comments they wish
* Explain each statement clearly, asking if they understand the statement
* Record any comments related to specific statements, at the bottom of the page
* Complete each statement, one by one with the service user/carer
* Give the service user/carer the opportunity to offer any other feedback he/she wishes to make and record it at the bottom of the page
* Ask to give examples to illustrate their opinion
* Determine the timeframe to refer to (e.g. during your last rehabilitation, in the past month)

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| --- | --- | --- | --- | --- | --- |
| **Service User Feedback Tool** | **Yes**  **☺** | **Fairly**  **😐** | **No**  **☹** | **N/A** | **Comments** |
| 1. My physiotherapist\* was polite and professional |  |  |  |  |  |
| 1. My physiotherapist\* listened and took time to answer my questions |  |  |  |  |  |
| 1. I was able to discuss my physiotherapy treatment and goals with my physiotherapist\* |  |  |  |  |  |
| 1. I understood the information about the physiotherapy treatment and what I could achieve |  |  |  |  |  |
| 1. I got information on how to call for help during my treatment, if needed |  |  |  |  |  |
| 1. I was aware of the roles of the physiotherapy team members and others involved in my care |  |  |  |  |  |
| 1. I was aware that I could have a companion / an interpreter / assistant or carer present |  |  |  |  |  |
| 1. I got information about my discharge from physiotherapy |  |  |  |  |  |
| 1. I got information on how to give feedback about my physiotherapy service |  |  |  |  |  |
| 1. The physiotherapy rooms were safe and clean. The equipment was well maintained. I could ask for assistance if required. |  |  |  |  |  |

\* and/or members of the physiotherapy team