**Ref: GJF/2018/06/06**

# GJF Logo

# Board Meeting: June 2018

**Subject:** Annual Feedback Report

**Recommendation:** Board members are asked to discuss and approve the Annual Feedback Report for 2017/18

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## 1 Situation

In line with “Can I Help You?” Guidance and the Scottish Health Council Participation Standards, the Golden Jubilee Foundation produces an Annual Feedback Report outlining how we have engaged with patients and service users to improve services. The report includes information on:

* Encouraging and gathering feedback;
* Encouraging and handling complaints;
* Culture, including staff training and development;
* Improvements to services as a result of complaints and feedback; and
* Accountability and governance.

This also addresses the requirements of the recently issued Annual Complaints Handling Procedure Reporting Guidance.

**2 Background**

The report was drafted with input from Communications and Corporate Affairs, Nursing, Spiritual Care, Volunteering and Human Resources to ensure all aspects of feedback are included. The draft has been shared with the Volunteers Forum, Involving People Group and Person Centred Committee and has been approved by the Senior Management Team. Communications and Corporate Affairs will design the final document on approval of content.

**3 Conclusion/Recommendation**

The Board is asked to discuss and approve the Annual Feedback Report which will be published on the website and submitted to Scottish Government and Scottish Health Council.

**Anne Marie Cavanagh**

**Executive Nurse Director**

**June 2018**

**(Laura Langan Riach, Head of Clinical Governance)**