



TEN THOUSAND **MORE** VOICES

# Improving the patient and client experience



[www.10000voices.info](http://www.10000voices.info)



Patient and client experience is recognised as a key element in the delivery of quality healthcare. In line with this, the Public Health Agency (PHA) is carrying out an extensive piece of work across all Health and Social Care Trusts (HSCs), with the aim of introducing a more patient and client-focused approach to services and shaping future healthcare in Northern Ireland.

This is called '10,000 More Voices'. Unlike other healthcare questionnaires, it gives you an opportunity to highlight what is important to you, such as what you particularly liked or disliked about the experience and what matters to you.

We want to read accounts from patients and clients (or families and carers) of your experiences in healthcare from the last six months, so we can understand the impact this experience has had on you (or the person in your care).

Before you decide to share your experience with us, please read this information carefully.

### **Do I have to take part?**

No. If you choose not to take part, this will be respected and will not affect your care in any way.

If you do wish to take part, you are consenting to your anonymous information being used with that of others in the development of reports on patient and client experience.

### **Will my personal information be kept confidential?**

Yes. If you agree to share your experience with us, all personal information will be kept confidential. We do not need to know your name. When giving your account, it is important that you do not record the names of any family members, carers or professionals.

All information will be handled and stored in accordance with the Data Protection Act 1998.

Please note we will not be able to follow up on individual cases. However, in the interest of patient safety, if poor or dangerous practice is identified this will immediately be reported to the senior manager so that appropriate action may be taken.

### **What will happen if I agree to take part and then change my mind?**

You can change your mind about taking part at any time. Your decision will be respected and will not affect your care in any way.

### **How do I share my experience?**

If you would like to share your experience with us, you can:

- complete the survey at [www.10000voices.info](http://www.10000voices.info)
- request a paper version of the survey from either Christine Armstrong or Grainne Cushley, using the contact details on the back of this leaflet. This can then be returned free of charge in the envelope provided with the survey.

*Thank you for taking the time to share your experience with us.  
We welcome feedback from all sections of the community.*

If you would like some help completing the survey, or would like an alternative version made available, please contact either Christine Armstrong or Grainne Cushley – see below.

### **What happens to the information gathered through ‘10,000 More Voices’?**

The information will be recorded and the main themes identified using a software package called SenseMaker. Regular reports and recommendations will be published on [www.publichealth.hscni.net](http://www.publichealth.hscni.net) or [www.hscboard.hscni.net](http://www.hscboard.hscni.net)

Please note that by taking part in this patient and client experience survey you are consenting to your anonymous information being used for research, statistical and analytical purposes; in the development of reports; staff education and training, and for other purposes within the HSC.

### **Contact us**

If you have any further queries, please contact:

Christine Armstrong ([christine.armstrong@setrust.hscni.net](mailto:christine.armstrong@setrust.hscni.net))  
or Grainne Cushley ([grainne.cushley@hscni.net](mailto:grainne.cushley@hscni.net))

Telephone: 0300 555 01 14 ext 3446 (office hours)



Health and  
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