

Collecting effective feedback – Youth Voice at TRACCS, UCLH

Overview: The treatment and rehabilitation of complex chronic conditions (TRACCS) team use experience maps (based on an Imperial College model) to get the richest feedback from young people. This has provided more insights than a Likert scale and is done one to one with a professional. This sparked deeper exploration of issues raised. This was also carried out online when required.

Objectives:

- To gain high quality feedback from young people using the service
- To increase feedback rates

Results:

- Increased the quality of the feedback received, responses generated useful data to improve the service
- Everyone who was approached wanted to engage

