Introduction

This reference guide is aimed at Consumer Advocates or Risk/Quality Managers who are responsible for ensuring Feedback notifications have been followed up by the respective Line Managers, complaints and/or enquiries are resolved and closed and to post feedback ready for reporting

What is "posting"?

Posting means a "master" version of the feedback notification is created. There is only **ONE** master version for each feedback notification created in RiskMan. This "master" version is used on all Feedback Reports

Role of the "Poster"

When Feedback is entered by a staff member, optionally it is the responsibility of their Line Manager to review the Feedback and report their findings. It is then the responsibility of the Consumer Advocate or Risk/Quality Manager to ensure they review the details of the feedback and to:

- Check the **Review History** to see who else is aware of the feedback notification
- Create a **Distribution List** if others need to be informed of the feedback
- **Optional: Bookmark** the feedback notification to enable a quick return to the notification if required
- Check consistencies of Issue Classifications if applicable
- **Save** any details that need immediate change

Follow-up on any Complaints/Suggestions/Enquiries

- Return to the Feedback (via Inbox or Bookmark)
- Ensure any complaints/enquiries/suggestion have been acknowledged and the **Date Acknowledged** field is updated
- If a complaint is a result of an Incident, link the incident to the complaint
- **Add/Assign Journal Actions**
- **Edit Issues/Suggestions/Enquiries** – Ensure these are followed up or update as required
- **Provide a response to the family** – This may include ensuring that all relevant documentation is linked to the Feedback notification via the **Documents** section and recording any response that may have been provided to the family e.g. phone calls, correspondence via the **Journals**

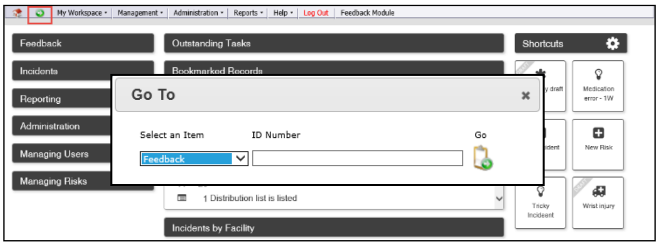
Close the Feedback Notification

- Complaints may need to be resolved within a specific period of time e.g. within 30 days of being received. Ensure that the
  - Issues, once completed, are resolved & closed
  - Journal Actions, once completed, are marked as actioned
  - The Feedback Notification, once completed, is closed.
- Remove the **Bookmark** if required
- Post the Feedback Notification ready for reporting
- Modifications may be made after posting and these can be updated into the master record once received

Reviewing & Posting Unposted Feedback

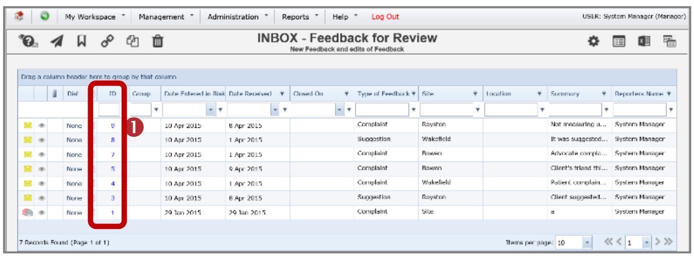
If I know the ID of the Feedback Notification you can use the "Go To" function to locate the notification

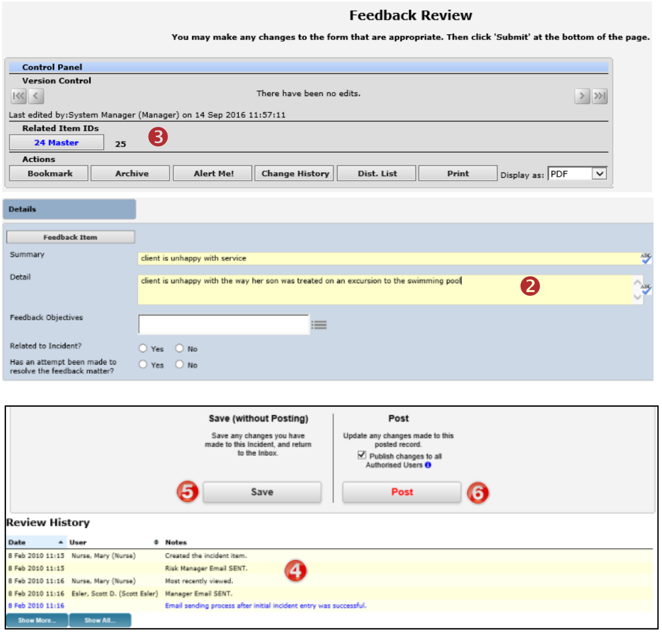
1. Press the **Go To** icon on the menu or press **ALT-G**
2. Select **Item = Feedback** and enter the **ID**
1. Press **Enter** or the **Go** button
2. If you have permission to the notification it will be displayed



To view an Feedback Notification from the Feedback Inbox page

To review a Feedback Notification, from the menu select *Management -> Inbox -> Feedback* and click on the Feedback **ID** ❶





1. Review the feedback and follow-up as required

    - Fields displayed in yellow ❷ are **mandatory** and must be completed before saving the notification

    - If you receive a complaint and compliment from the same person a linked feedback may have been created. If so, the ID's of the linked feedback will appear in the Control Panel of the reviewed Feedback. Click on the respective **ID** ❸ to view the other feedback notifications linked with the displayed notification. **Each feedback in the link needs to be reviewed, updated and saved separately**

    - The **Review History** ❹ at the bottom of the feedback will indicate to you who has been notified of, edited or viewed the notification, Create a distribution list to let others know about the Feedback notification

2. If changes are made to the feedback, either

    - Press **Save without posting** ❺, if you want to save your changes but not "post" the notification. In this case the notification will remain in the "Inbox" for posting at a later stage

    - Press **Post** ❻ if you want to save your changes and "post" the notification ready for reporting. In this case the notification will be removed from your "Inbox" view and will be available to view and edit in the "Posted Feedback" listing