Standard Operating Procedure (SOP)

Patient Feedback Collection and Follow-up Process

This SOP details the **patient feedback collection and follow-up process**, encompassing methods for gathering patient opinions and experiences, analyzing feedback for quality improvement, implementing appropriate follow-up actions, ensuring timely communication with patients, maintaining confidentiality and data security, and fostering continuous enhancement of healthcare services. Its purpose is to improve patient satisfaction and healthcare outcomes by systematically addressing patient concerns and suggestions.

1. Purpose

To outline a systematic process for collecting, analyzing, and following up on patient feedback to improve service quality, patient satisfaction, and healthcare outcomes.

2. Scope

- All healthcare facility staff involved in patient care and service management
- All feedback provided by current and former patients and/or their caregivers

3. Responsibilities

Role	Responsibility
Patient Services Staff	Distribute and collect feedback forms; answer patient queries about feedback process
Feedback Coordinator	Collate feedback, analyze trends, prepare reports, coordinate follow-up actions
Privacy Officer	Ensure confidentiality of patient data; oversee data security processes
Department Heads	Implement improvements based on feedback; review periodic feedback reports

4. Procedure

1. **Feedback Collection**
   - Offer feedback forms (paper or digital) at point of discharge or after appointments.
   - Provide patients with alternative options (hard copy, online survey, suggestion boxes, phone interviews).
   - Provide clear instructions and assure confidentiality.
2. **Feedback Receipt and Logging**
   - Collect submitted feedback daily from all channels.
   - Log each feedback entry in the centralized feedback database with a unique identifier, date, and patient reference (if provided).
3. **Analysis**
   - Review feedback weekly/monthly to identify common themes and urgent concerns.
   - Categorize feedback (compliment, suggestion, complaint, incident, etc.).
   - Highlight feedback requiring follow-up.
4. **Follow-up Actions**
   - Assign responsible staff for each follow-up.
   - Contact patients (where applicable and consented) to acknowledge receipt and outline next steps within **5 working days**.
   - Investigate and resolve issues; document actions taken and outcome.
5. **Communication with Patients**
   - Communicate updates and resolutions to the patient in a timely, respectful manner.
   - Record all communications in the database.
6. **Confidentiality and Data Security**
   - All feedback records are confidential and stored securely (password-protected files, locked cabinets, etc.).
   - Only authorized personnel have access to the feedback database.
7. **Continuous Improvement**
   - Circulate aggregate feedback analysis to department heads and management quarterly.
   - Implement and monitor improvement actions based on trends and recommendations.

5. Documentation

- Feedback forms (completed paper/digital copies)
- Feedback logs/database entries
- Reports on feedback trends and actions taken
- Correspondence with patients regarding feedback

6. Review and Revision

This SOP shall be reviewed annually or as necessary to incorporate process improvements and address any changes in organizational policy or regulations.

7. References

- Data Protection and Privacy Policies
- Organizational Policy on Quality Improvement
- Relevant Regulatory Standards

8. Appendices

- Sample Feedback Form
- Template Follow-up Communication
- Example of Feedback Log Entry