**Annex 1 .**

Test 1

Asking families if they will take part in feedback exercises.

**What?**

One simple question : “We are planning a family and child feedback/survey on our epilepsy

services to help us improve.

It would involve 5-10 minutes of your time while waiting.

Would you and your child like to participate?

Please tick and pass back to the reception.

Thank you

 YES

 NO

**When ? (and Where)**

Given to families at the end of clinic to complete and give to reception on the way out . (They have to go to reception anyway to make their next appointment ). In children’s OPD.

**Who? (and why who / why not who!)**

Prior to clinic ,we decided to give the questionnaire only to follow up patients who we knew would be attending clinic again. The following were excluded:

New patients (not all of them were epilepsy)

Patients who were being discharged (as we are unlikely to see them again).

What happened?

Clinic 1 – 7 patients scheduled, 6 attended, 1 x DNA.

Of these, 1 patient was excluded because he had been given a general paediatric appointment incorrectly . 1 patient was excluded as he is under another hospital and will only see the team sporadically. 1 patient was excluded as they were a new patient. This meant 3 forms given out and 3 completed.

Clinic 2 – 8 patients scheduled, 1 x DNA 1x cancelled due to illness, 1 x new patient and 5 x follow up patients.

Of these, only 5 children were included, all 5 families completed the forms.

Clinic 3 – 2 patients booked , 2 patients attended both follow up patients. 2 x responses received.

We also had 2 inpatients at the time who were asked the question and agreed to be part of our feedback exercise.

**What next ?**

Time to complete our 2nd test, compiling a questionnaire.

Difficulties perceived:

Dr M will be on leave so no OPA until 31st Dec.

**How will we combat this ?**

Ask any families upon presentation at the paediatric unit / A&E for their feedback once questions are set.