**PPG Toolkit** | **V2.0** | March 2024 | **#PPGsinLeeds**

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**Appendix K**

Anonymous feedback form template

**INSERT YOUR PRACTICE LOGO HERE**

Patient Participation Group (PPG)

**Anonymous feedback form template**

Use this form to capture anonymous feedback to gain insight for the practice and review in PPG meetings. You can use this form to look for key themes in what your patients are telling you.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Date added to form**(DD.MM.YYYY) | **What is the theme of the feedback?**(Try to keep it to one- or two-word themes,e.g. appointments / blood test. You canmore than one theme) | **What is the feedback?**(Try to add the feedback word-for-word, copy and paste if online, or by email | **What is the ‘sentiment’ of the feedback?**(Positive, negative, neutral) | **Where did you get the feedback from?**(Social media directly from a patient, through PPG email etc.)? | **Have you received feedback about this theme before?** | **Can you do anything with this feedback?**(For example, if it’s positive, can you share with the relevant people?) |
| 08.01.2024 | AccuRX appointments booking system | I agree. It is so much easier to get an appointment now rather than sitting in a phone queue at 8am. I like the fact that they are triaged according to urgency too.I always felt reluctant to try and get a same day appointment for something that wasn’t urgent in case someoneelse was really ill needed that appointment. Thank you to all the staff. | Positive | Facebook post | No | N/A |
|  |  |  |  |  |  |  |