



Patient Information

Voice of the Patient Programme

Net Promoter Score (NPS)

Sharing Your
Insights to Shape
Patient Experience



Introduction

Thank you for choosing Mater Private Network for your medical care.

We appreciate this can be a challenging and anxious time for you. Your wellbeing and satisfaction is our primary concern, and we want to help you feel as comfortable and relaxed as possible. We will do our best to ensure your experience with us is a positive one.

To help us do this, we would like to understand more about **your experience** of being treated at Mater Private Network.

We are working hard to improve our services to patients across a range of areas, including booking appointments, admission, discharge, communications, and other points along your treatment journey. If you've been treated at Mater Private Network previously, you'll notice some of these changes.

As we introduce new ways of doing things, we know there are some aspects we might not get right initially. We hope you'll bear with us during this time of change, and let us know about your experiences, whether good or not so good.



Why is Mater Private asking me to take part in the *Voice of the Patient* Programme?

Your feedback and insights will help us to understand and prioritise the most important things we should do to improve our services for patients. Some changes may be more challenging than others to implement, but all of your feedback is important, no matter how big or small it seems. Our teams are encouraged by positive feedback, and inspired to change by insights that tell us where and how we can do better.

How can I participate in the *Voice of the Patient* programme?

We have partnered with a highly reputable and well-known independent research organisation – RED C – to support our ***Voice of the Patient*** programme. RED C is provided only with phone numbers to ensure your feedback is anonymous and confidential. We want you to be completely open and honest- your feedback can never be identified by anyone involved in your care at Mater Private Network. This is what happens:

1

Mater Private Network sends a secure, encrypted* file to RED C twice per month, containing phone numbers of recent patients >>

2

RED C sends a text message to patients' telephone, with a survey link inviting patients to give feedback >>

3

Patients click the link to complete the short survey. The results are added with others into a report for Mater Private Network

* General Data Protection Regulation (GDPR) compliant





What if I don't receive an invitation to give feedback in the *Voice of the Patient* programme?

Patients are selected anonymously to take part and it is normally within two weeks of being treated at Mater Private Network. Not all patients will receive the invitation to give feedback in this way, but you are still welcome to share your insights and tell us about your experience, if you wish to do so.

The easiest way to do this is via our website: **www.materprivate.ie/patient-feedback** where there is a short online form to complete. This feedback is directed to our Quality Department who will manage it appropriately and respond to you if required.

Patient Charter

If you are unhappy with any aspect of the care or services we provide, please tell the staff member you are dealing with. If you are not satisfied with the response you receive, please ask to speak with the department/ward manager to discuss the issue. More information about this and other ways to share your feedback is also available on our website:

www.materprivate.ie/about-us/quality-safety/patient-charter

What happens next?

If you provide feedback to us, please be assured that we value it and will do our best to act on it. We are committed to listening to our patients, and will work hard to improve your experience and that of other patients with Mater Private Network in the future.

Some examples of recent feedback:



Fantastic hospital, clean, warm and friendly environment. The staff were highly professional, courteous and great fun. They really helped me feel at ease when I was at my most vulnerable



Felt valued and cared for by all staff from the minute I checked in on the day of my procedure. I felt I was considered as a person all the time and not just another number



Not enough seats in waiting area, though some of this no doubt due to Covid regulations



Very welcoming, caring, understanding, and very reassuring to a very anxious person



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If you have any other questions about Mater Private Network's ***Voice of the Patient*** Programme, please contact us:

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