

A DAY IN THE LIFE

#workingtogetherPCFT

Patient Feedback Manager

Name: Kirsty Ogden

Position: Patient Feedback Manager

Location: Trust HQ, Ashton-Under-Lyne

Time in post: Four years

What does your role involve?

My role involves managing patient feedback across the Trust's footprint; this is collected using a variety of modes from Kiosks, texting and the Friends and Family Test (FFT). My role varies on a day-to-day basis from meeting with services to look at the best ways to capture patient feedback, to repairing the Kiosks to the implementation of the National Friends and Family Test (FFT).

Why did you choose this role?

The introduction of the Kiosks back in 2012 looked like a challenging new initiative working in both community and mental health services to implement and capture real-time patient feedback in the forms of the Kiosks and texting. Having a Patient Advice and Liaison Service background I enjoy working with patients and services and felt that the introduction of these new initiatives would be an exciting project and I wasn't wrong! The role has grown so much since I first came into post and with such a large footprint to cover, it makes the day busy and challenging, but I wouldn't have it any other way.



What is the most rewarding aspect of your job?

It's very rewarding receiving the really positive comments which are received on a daily basis and seeing what a great impact the clinical teams have had on the experiences of patients accessing Pennine Care services.