



**Share
your story,
shape our
service**

www.10000morevoices.hscni.net



Patient and client experience is recognised as a key element in the delivery of quality healthcare. In line with this, the Public Health Agency (PHA) is carrying out an extensive piece of work across all Health and Social Care Trusts (HSCTs), with the aim of introducing a more patient and client-focused approach to services and shaping future healthcare in Northern Ireland.

This is called '10,000 More Voices'. Unlike other healthcare questionnaires, it gives you an opportunity to highlight what is important to you, such as what you particularly liked or disliked about the experience and what matters to you.



Our surveys may look different to other surveys you have completed. To help understand the surveys, please view the short animation on our website www.10000morevoices.hscni.net

We want to read accounts from patients and clients (or families and carers) of your experiences in healthcare from the last twelve months, so we can understand the impact this experience has had on you (or the person in your care).

Before you decide to share your experience with us, please read this information carefully.

Do I have to take part?

No. If you choose not to take part, this will be respected and will not affect your care in any way.

If you do wish to take part, you are consenting to your anonymous information being used with that of others in the development of reports on patient and client experience.

Will my personal information be kept confidential?

Yes. If you agree to share your experience with us, all personal information will be kept confidential. We do not need to know your name. When giving your account, it is important that you do not record the names of any family members, carers or professionals.

All information will be handled and stored in accordance with the Data Protection Act 2018.

Please note if you would like an investigation into your experience, you should contact the specific service. We will not be able to follow up on individual cases; however, stories which highlight issues requiring immediate or urgent actions will be reported to a senior manager.

What will happen if I agree to take part and then change my mind?

You can change your mind about taking part at any time. Your decision will be respected and will not affect your care in any way. If you would like your story removed from our database, please contact the regional office.

How do I share my experience?

If you would like to share your experience with us, you can:

- complete the survey at www.10000morevoices.hscni.net
- request a paper version of the survey from the 10,000 More Voices Regional Office, using the contact details on the back of this leaflet. This can then be returned free of charge in the envelope provided with the survey.

Thank you for taking the time to share your experience with us.

We welcome feedback from all sections of the community.

If you would like some help completing the survey, or would like an alternative version made available, please contact the 10,000 More Voices Regional Office or view the animation on the website.

What happens to the information gathered through ‘10,000 More Voices’?

The information will be recorded and the main themes identified using a software package called SenseMaker. Regular reports and recommendations will be published on www.publichealth.hscni.net or www.hscboard.hscni.net

Please note that by taking part in this patient and client experience survey you are consenting to your anonymous information being used for research, statistical and analytical purposes; in the development of reports; staff education and training, and for other purposes within the HSC.

Contact us

If you have any further queries, please contact:

Email: 10000morevoices@hscni.net

Telephone: 0300 555 01 14 ext 362868 (office hours)

