**Ref: GJF/2017/06/04**

# GJF Logo

# Board Meeting: 15 June 2017

**Subject:** Annual Feedback Report

**Recommendation:** Board members are asked to approve this report

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## 1 Background

In line with the “Can I Help You?” guidance and the Scottish Health Council Participation Standards, the Golden Jubilee Foundation produces an Annual Report that outlines how we have engaged with patients and services users to improve services.

Developed with input from the Communications department, the report specifically includes information on:

* encouraging and gathering feedback;
* encouraging and handling complaints;
* culture, including staff training and development;
* improvements to services as a result of complaints and feedback; and
* accountability and governance.

### 2 Consultation

The draft report was shared with the Involving People Group and Person Centred Committee.The final draft report which is presented today has been approved by the Senior Management Team.

**3 Conclusion/Recommendation**

Members are asked to approve the Annual Feedback Report. This will be then be submitted to Scottish Government and published on the Foundation website.

**Anne Marie Cavanagh**

**Nurse Director**

**8 June 2017**

**Laura Langan Riach, Head of Clinical Governance**