

Quality Windmill

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What is the Quality Windmill

- A tool to improve and develop.
- An accessible and easy to use tool.
- A way to see how service users think we're doing.
- Nominated for a national service user award.



But what is it?

- A two sided survey for service users to complete, either by themselves or with assistance.
- It is a colourful windmill shape with spaces to add a score, based on one of the 10 points on the windmill.
- It's on your tables.



Where did it come from?

- Developed with over 50 service users across all eight wards (3 hospitals).
- Service user satisfaction surveys.
- Capture more feedback, more regularly.



Making it work

- Means of informing people (word of mouth, noticeboards, training).
- Being adaptable (1:1s, community meetings, groups).
- Opportunist.



Benefits of the Quality Windmill

- Consulting service users more regularly with regular feedback and actions.
- Easy to access by a larger cohort of service users than standard questionnaires.
- Get positive and negative feedback regularly.
- Easier to track progress/improvements.
- Adaptable to monitor other areas to improve (e.g. DBT).



Drawbacks?

- Giving context to a number.
- Created more work for myself.



width of the page matches the width of the window.

How would you score the following areas of the hospital?

Stealability

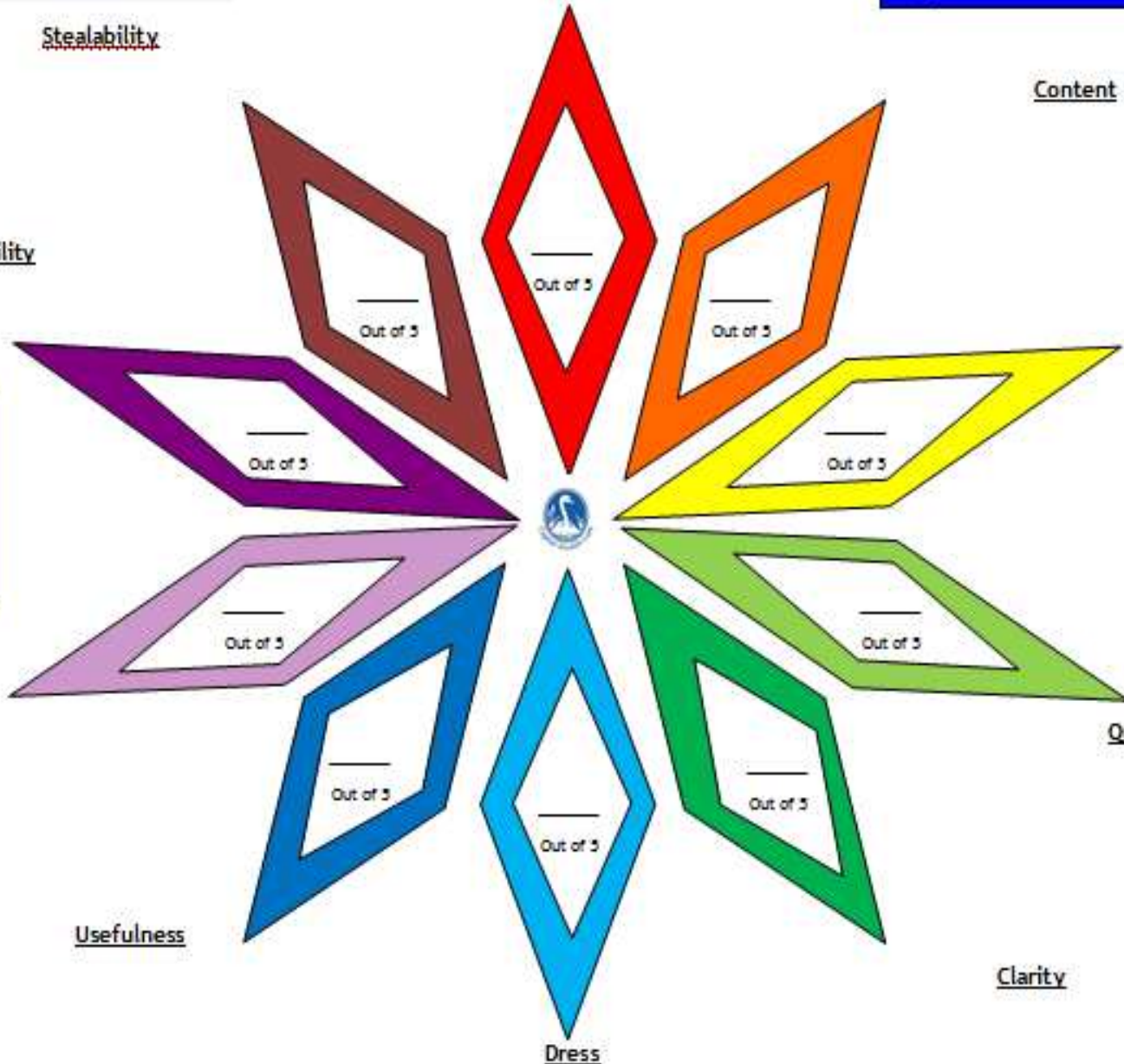
Awesomeness

Content

Suitability

Prettiness of PowerPoint

- 1 = Very dissatisfied.
- 2 = Dissatisfied.
- 3 = Neutral.
- 4 = Satisfied.
- 5 = Very satisfied.



Hair

Usefulness

Dress

Clarity

Questions

Any questions?





WHO'S AWESOME?

You're Awesome