



**Patient
Information
Forum**

PIF TICK Survey feedback

Dan Wills

What have we done?

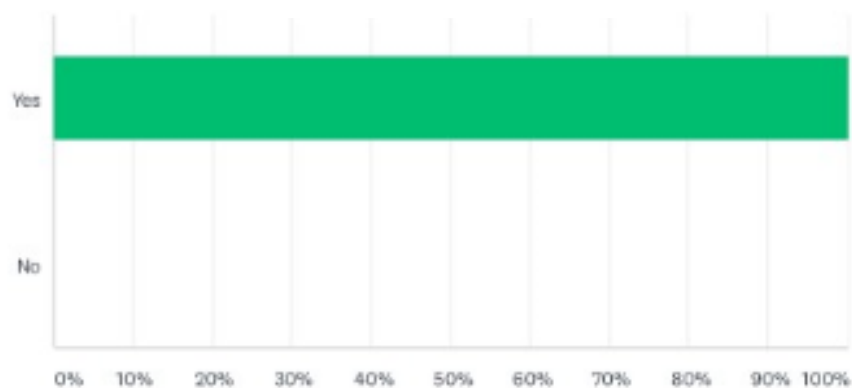
- Launched the scheme in May 2020
- Changed to virtual assessments
- Over 50 members
- 25 certified members
- Conducted 30 assessments

What have you said?

- We have run 2 surveys. One at the end of the pilot and one recently after 6 months of virtual assessments.

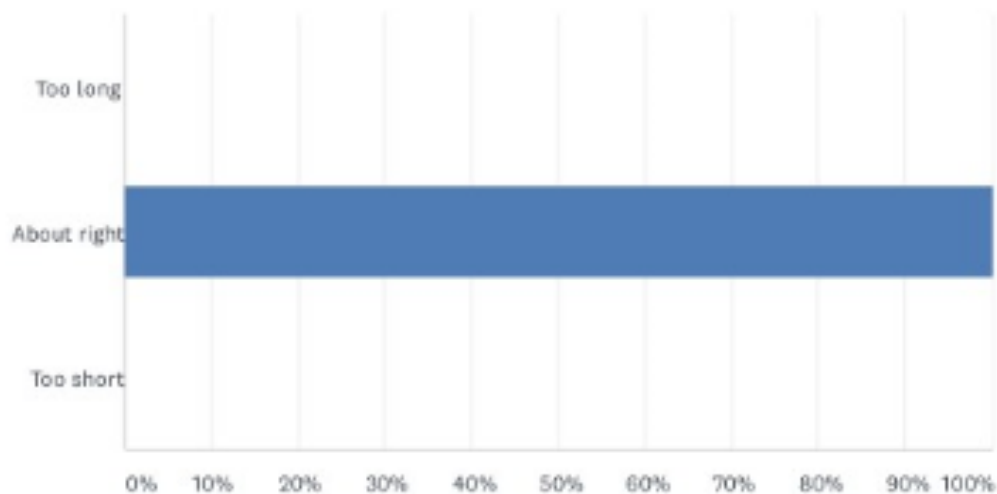
What have you said?

Q4 Thinking about the paperwork requested prior to the assessment, was it clear what information was required?



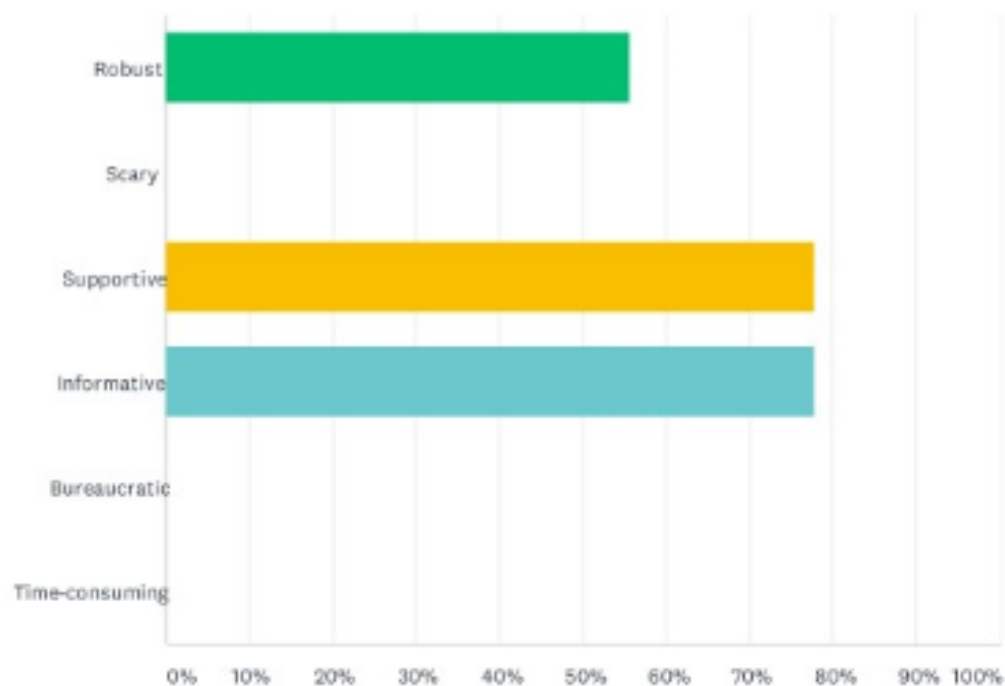
What have you said?

Q6 Thinking about the length of the assessment conversation, was it:



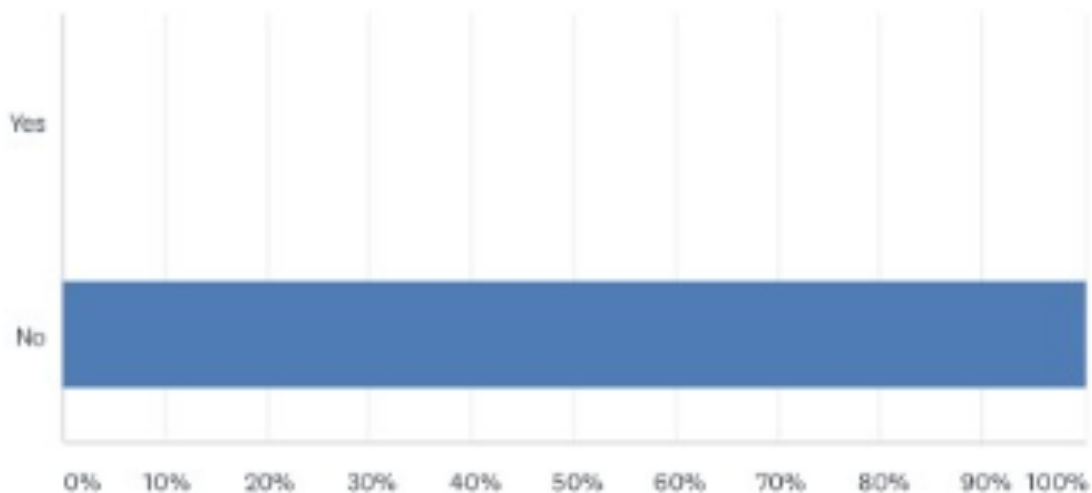
What have you said?

Q7 Thinking about the assessment conversation, which words best describe the assessment?



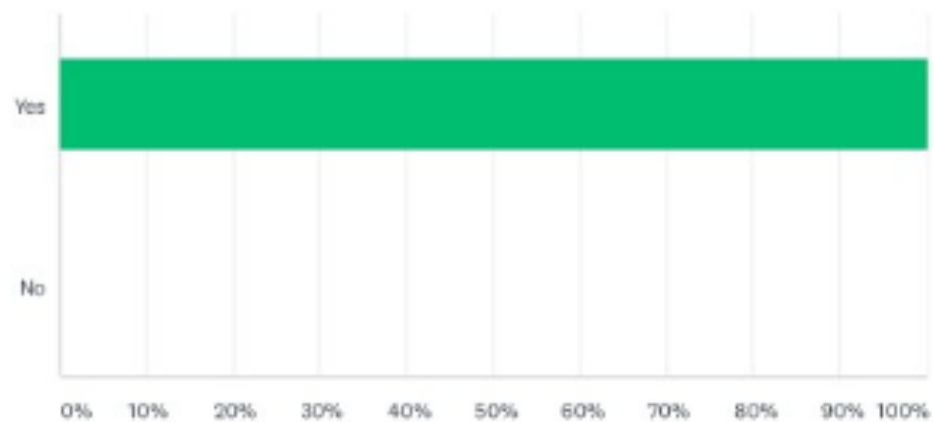
What have you said?

Q8 Would you change any aspect of the assessment process?



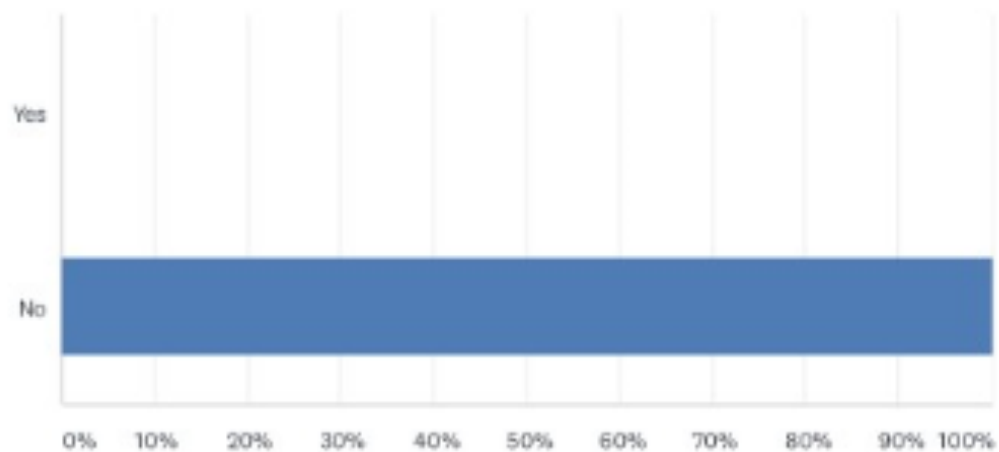
What have you said?

Q9 We used the WebEx system to conduct the assessment. Do you feel it worked well?



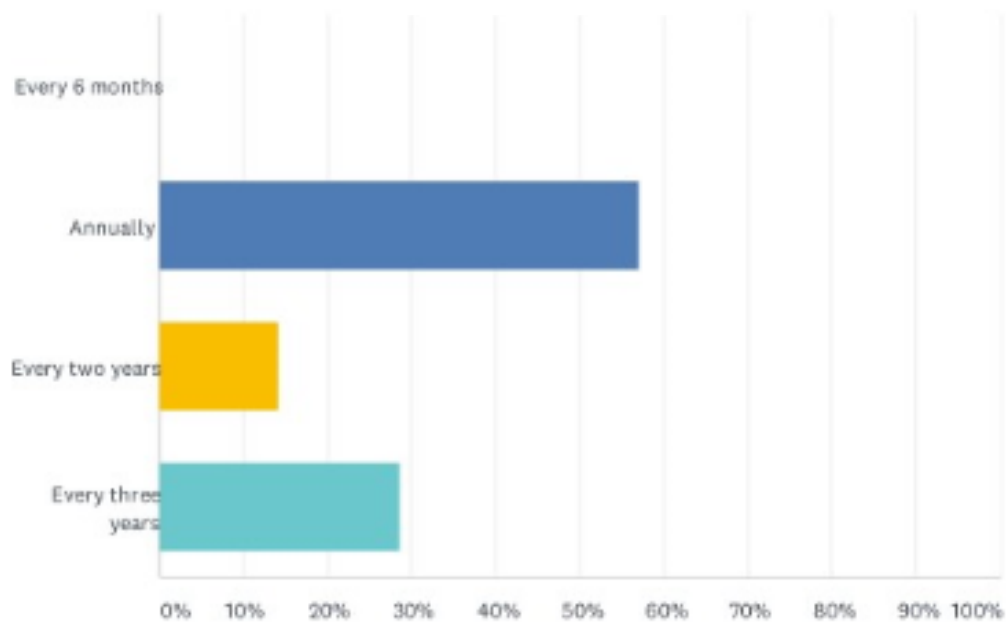
What have you said?

Q10 Would you change any aspect of the assessment criteria?



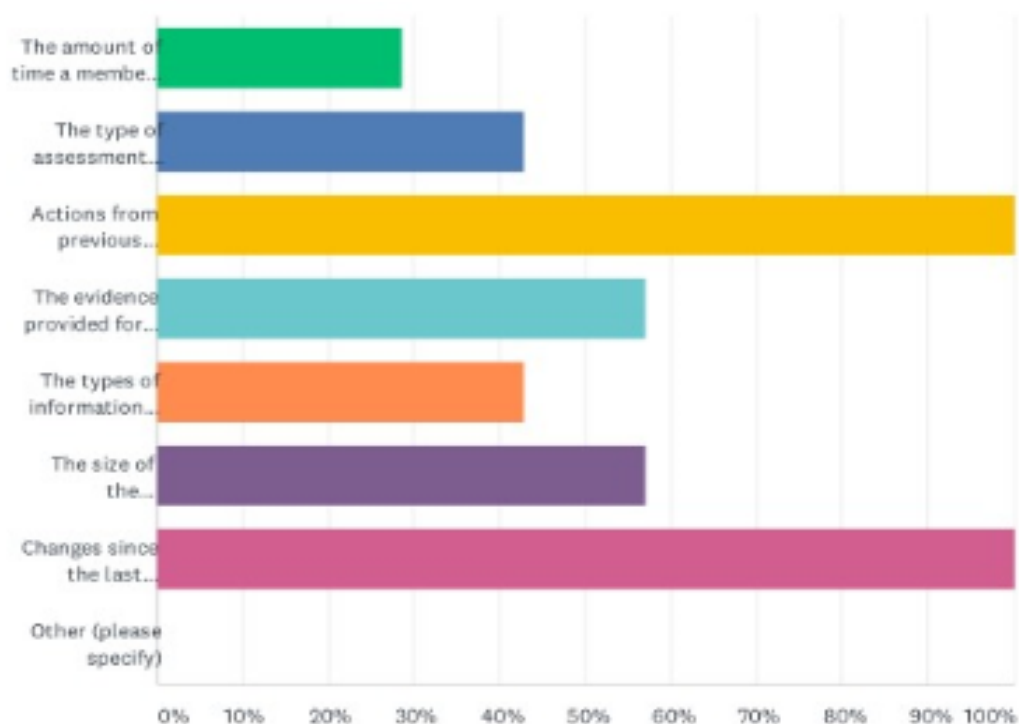
What have you said?

Q12 How often should PIF review the assessment criteria?



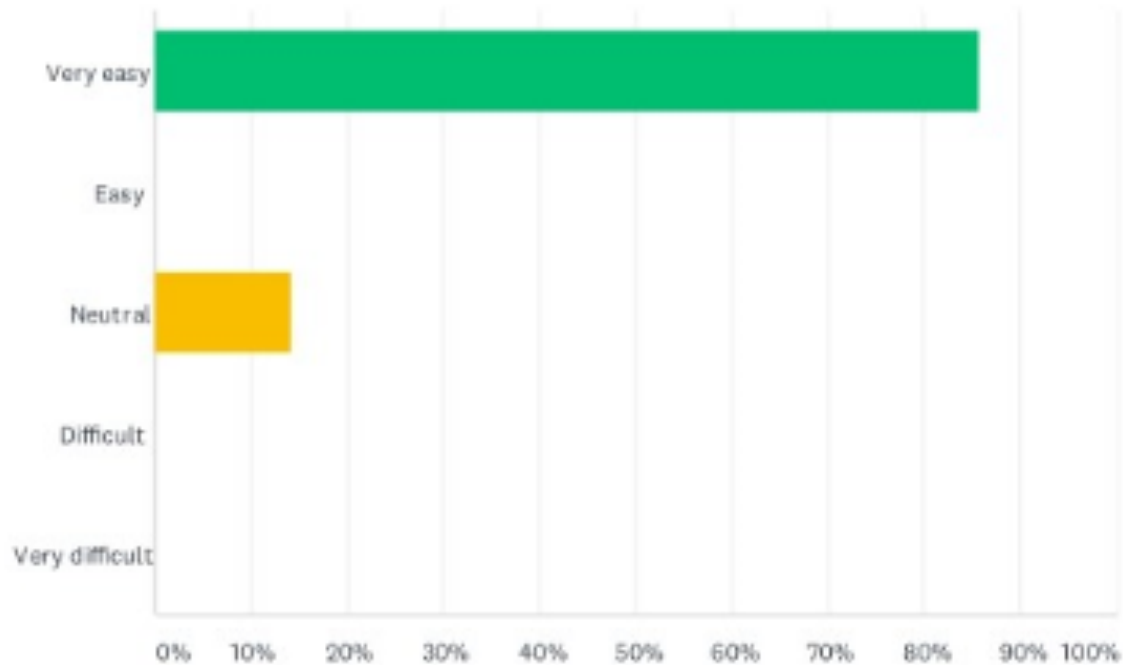
What have you said?

Q13 What criteria should be used to select the type of follow-up assessment required? Tick all that apply. The assessment type should be based on...



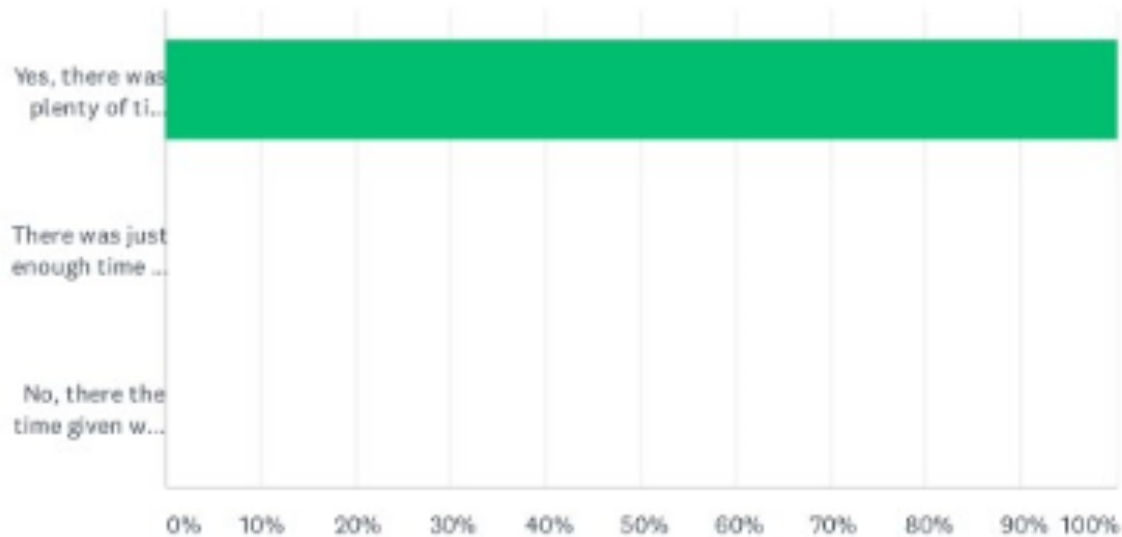
What have you said?

Q14 How easy was the action plan template to complete?



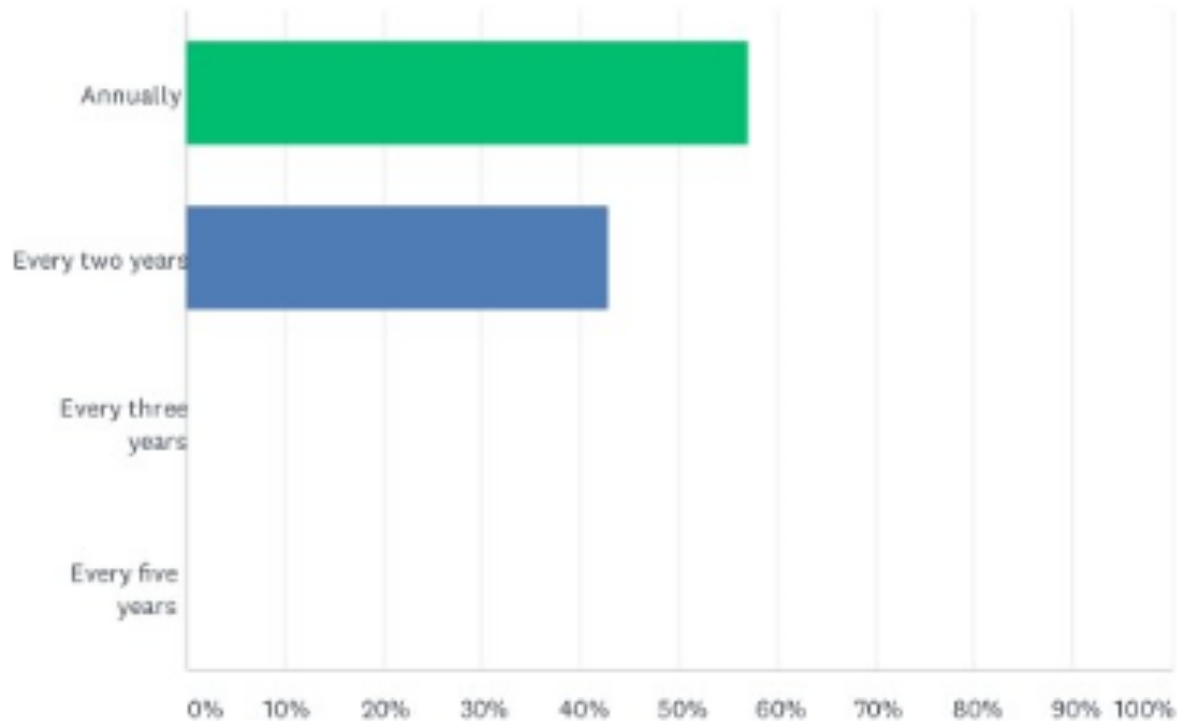
What have you said?

Q15 Was the time given to complete the actions required reasonable?



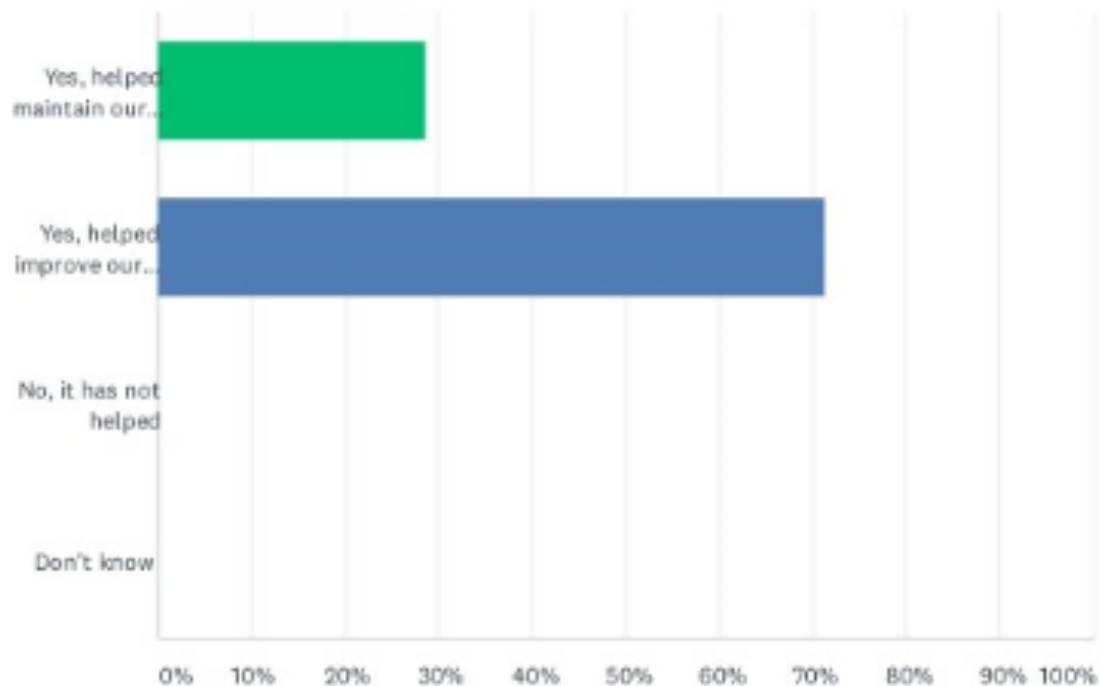
What have you said?

Q16 How often should follow-up assessments take place?



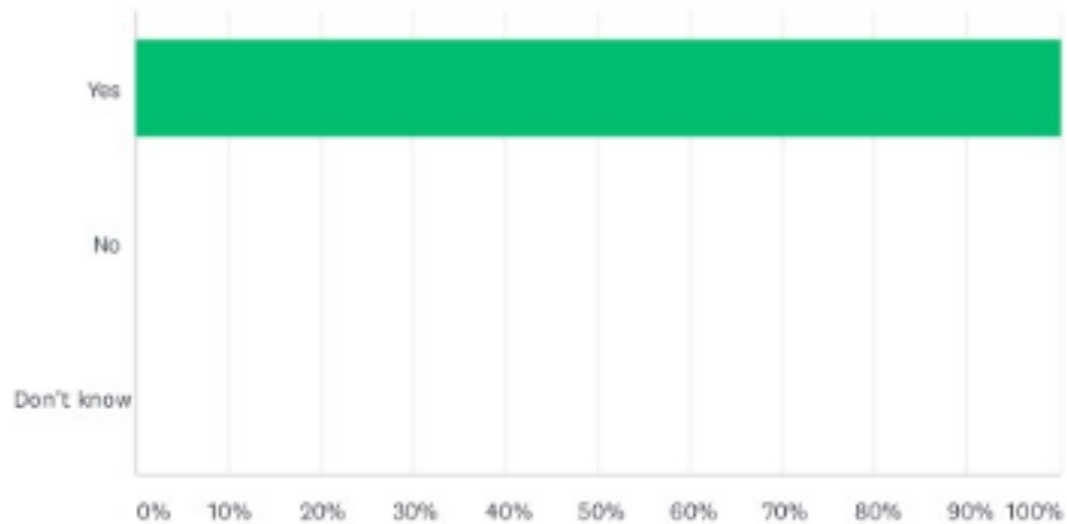
What have you said?

Q17 Has the PIF TICK process helped maintain or improve your organisation's internal information production procedures?



What have you said?

Q19 Would you recommend the PIF TICK scheme to other organisations?



What have you said?

Q20 What should PIF do to promote the PIF TICK to potential members?

#	RESPONSES	DATE
1	Use networks of members to disseminate info about the PIF TICK, use social media (especially Twitter and LinkedIn)	11/18/2020 7:22 AM
2	Highlight the benefits that other members have found from the scheme	11/16/2020 11:02 AM
3	use existing networks/newsletters etc for particular target member groups. perhaps expand outside of purely health related orgs? use case studies	11/9/2020 12:34 PM
4	The benefit of seen as a mark of approval as meeting a standard that is process driven.	11/5/2020 9:20 AM
5	Direct approach to Information Managers of charities. Use of e-comms Social media campaign LinkedIn campaign	11/3/2020 8:33 PM
6	Advertise through the sector. Use patient and staff testimonies about why the scheme is useful	11/3/2020 4:32 PM

What have you said?

Q21 What should we ask organisations to do to promote the PIF TICK?

#	RESPONSES	DATE
1	Disseminated useful information and news	11/18/2020 7:22 AM
2	Promote each PIF TICK resource they publish e.g. on social media using the #PiFTICK hashtag	11/16/2020 11:02 AM
3	case studies of what it helped them to change/improve, and benefit that has had for organisation and service its users, that PIF could use for the above (Q.20).	11/9/2020 12:34 PM
4	Be part of a campaign with the use of quotes to promote the benefit	11/5/2020 9:20 AM
5	Act ambassadors and provide case studies. Promote on their website, social media platforms and LinkedIn. E-comms to potential members.	11/3/2020 8:33 PM
6	Advertise their involvement in the scheme on health products.	11/3/2020 4:32 PM

What have you said?

Q22 How should we promote the PIF TICK to patients and the public?

#	RESPONSES	DATE
1	Perhaps ask organisations displaying the PIF tick to add a little blurb about the PIF TICK with a link to the PIF website so that people can find out more	11/18/2020 7:22 AM
2	Highlight the importance of reliable & trustworthy health information accredited by a scheme such as PIF TICK	11/16/2020 11:02 AM
3	explain benefits to them, short case studies? good vs bad info, show differences (briefly) and how pif tick ensures you get the former. social media advertising? 'look for the tick' flyer?! this could be displayed in GP surgeries or pharmacies etc? if there were £ for that sort of thing	11/9/2020 12:34 PM
4	Make the logo recognised widely	11/5/2020 9:20 AM
5	yes	11/4/2020 6:06 PM
6	Website Social Media Youtube Ask all stakeholders to promote through their print, online, digital and social media platforms.	11/3/2020 8:33 PM
7	Potentially through health care professionals. But also, it would be good to work with cancer alliances, health boards, trusts etc. And maybe health watch or independent organisations working with vulnerable people to access health care. Also carers organisations?	11/3/2020 4:32 PM

What have you said?

Q23 Please use the space below to share any other feedback or thoughts you have about any aspect of the PIF TICK scheme.

#	RESPONSES	DATE
1	Great scheme. Easy-to-follow process. Supportive assessment. Very efficient and effective. Useful feedback to help us improve our processes. Thank you for all the work you do!	11/18/2020 7:23 AM
2	Thank you for including us in the PIF TICK pilot. It has been a very rewarding process which has replaced the Information Standard in an efficient & timely way. The PIF TICK has also supported us to maintain & improve our high standard of patient info production.	11/16/2020 11:03 AM
3	the survey asked to rank the criteria in order of importance, but I feel most are pretty equally important in reality.	11/9/2020 12:35 PM
4	PIF Tick has been a HUGE improvement on the original Information standard process. Lots of lessons have been learnt on the way. Thank you	11/4/2020 6:07 PM
5	Excellent support provided by Dan.	11/3/2020 8:45 PM

What will we take forward?

- Continue to conduct virtual assessment and only conduct on site assessment when required.
- Continue to provide the same level of support
- Review how often we plan to conduct assessments
- Review the criteria and map out future review cycles
- Look at ways to promote the scheme with support from members via case studies on the benefits.
- Promote the scheme to the general public.

Thank You for your support!