



Every Day Is A Learning Day

Supporting Workbook

“I have been that really strong advocate and sometimes push myself out of my comfort zone to advocate to other people why it is we need a service, why it is families need this and make sure that they understand why these things are so important.”



The value of feedback

 **“We’re very proactive in getting families’ feedback and making them part of our service and developing that service. I’ve always utilised a parent’s voice to help other people understand.”**

Clare talks passionately about how her team uses feedback from the families she meets to develop the service they provide. Feedback is an important and valuable tool in Clare’s leadership kit bag. In this context, Clare is using feedback from families in her care. But she also uses feedback from members of her team. Feedback is a valuable leadership tool and it’s worth regularly asking what people think, and then using that to make improvements.

-  Consider how you get feedback from your patients (if applicable) and your team
- What more can you do to listen to them, and use feedback?
- Think about the last time you had to make a case to change something
- Were you able to use feedback you had gathered, to help people understand why a change was required?
- Make asking for feedback a regular action in your team

 Notes and reflections: _____
