



# Share With Me Your Thoughts – Virtual Voice of People (VVIP)

01

Identify immediate lapses and offer immediate service recovery.

02

Identify key areas on improvement to the respective stakeholders.

03

Compare and benchmark with MOH PES survey results.

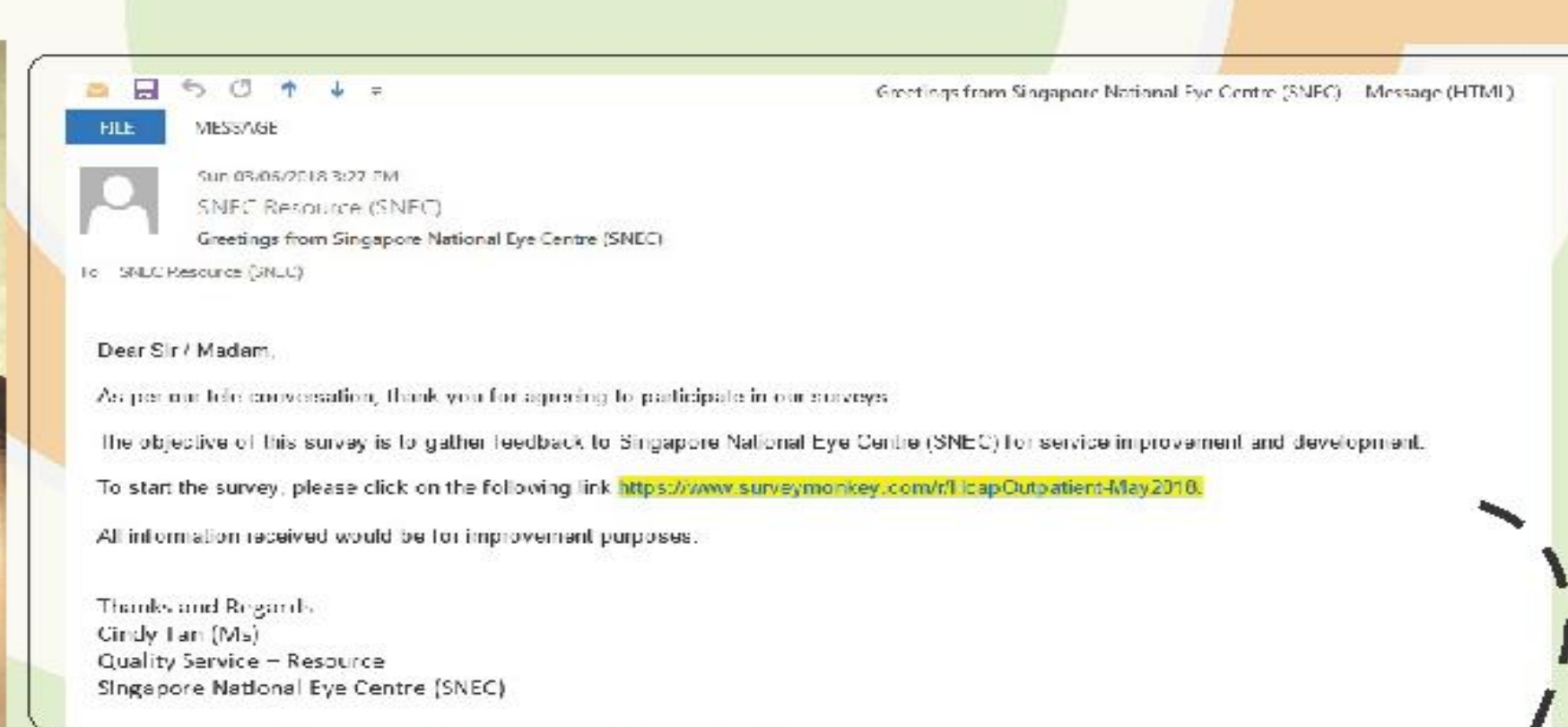
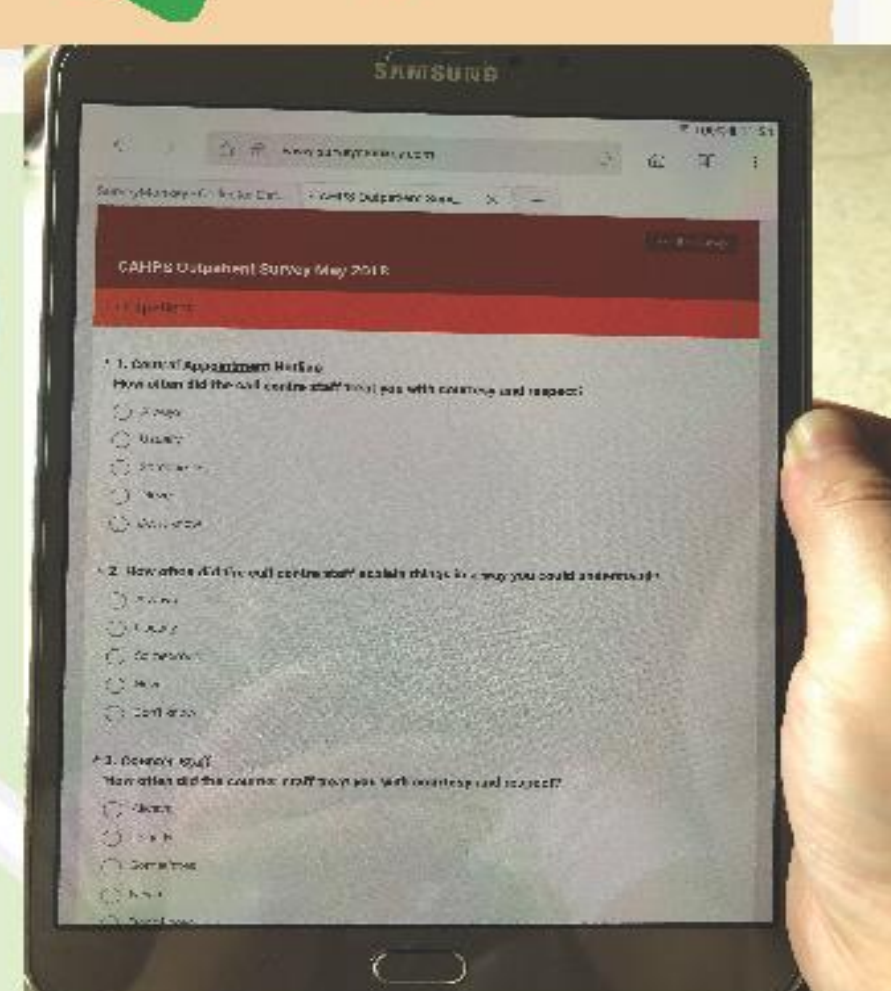
## Generate daily actualised patient list

Step 02

Make calls to randomly selected patients

Step 03

Send survey link to patient to ask for their experience



**P** – Extract list of calling (randomly selected) who have visited SNEC on the previous day.

**D** – Call patients to have their feedback based on their recent visit to clear any doubts or solve any problems which they may have encountered.

**S** – Study reports and collate the common feedback which was given by patients or their next-of-kin.

**A** – Channel to relevant department for action to do the right thing and focuses on patients experience at SNEC.

**Feedback**  
"So many different clinic locations e.g. Outram, Bedok, DMC, Heart Centre. Which one do I go to?"

**Action Taken**  
Clearer and more specific communication of clinic location inclusive of addresses in SMS reminder.

ID	Name	Feedback	Action
100001	Mr. Tan	So many different clinic locations e.g. Outram, Bedok, DMC, Heart Centre. Which one do I go to?	Clearer and more specific communication of clinic location inclusive of addresses in SMS reminder.
100002	Ms. Lee	Very nice staff, friendly and helpful.	None
100003	Mr. Wong	Waiting time is long, please improve.	None

Step 04

Results taken from VVIP feedbacks are used to benchmark against Ministry of Health Patient Experience Survey (MOH PES)



**Feedback**  
"Suggest to have hot drink machine for patients who had long wait to sustain hunger pangs"

**Action Taken**  
Pleasant experience and pretty surprise on good service with milo and biscuits.



**Feedback**  
"If waiting is necessary, please allow patient to know how many people are in front before seeing doctor. This allow busy patient to better plan their time efficiently such as going for a toilet break or meals etc."

**Action Taken**  
Nurse assists to advise patient on their queue number of how many patients are ahead of them.



**Feedback**  
"Seats at the waiting area was stained with coffee stains"

**Action Taken**  
The waiting area at Clinic A is clean and pleasant.



## Conclusion

This proactive soliciting feedback from patients' and their next-of-kin allows service recovery to be shared with respective stakeholders after our colleagues attended to them over the telephone conversations. The respective stakeholders will take immediate action to rectify the lapses and put on measures for improvement to enhance patients' experiences.