

Patient Partnership 1 - 4 Maturity Characteristic Matrix

<h1>Patient Partnership</h1>				
Characteristics	1	2	3	4
1. Patient Communication	... is disseminated by displays (hard copies) in languages that reflect practice population	...at least 4 avenues including but not limited to: text messaging, email, health TV, practice website and patient portal	...community notice boards and newsletters relevant community groups e.g., refugee centres, temple, marae, community centres	...public forums for meetings, patient participation groups, social media...
2. Patient feedback	... is sought from the practice by...printed questionnaire, suggestion box. Displayed complaint process	...at least 4 avenues including but not limited to: National Patient experience Survey, website feedback forms, survey monkey, suggestions box etc....	...at least 7 avenues including real-time feedback tool, community meeting and public forum	...patient participation groups such as focus groups, expert panels, or exit interviews as patients leave the practice
3. Patient participation	... in service improvement by...completing patient questionnaires and making suggestions to the practice	...patient feedback being utilised to make service and process improvements. Informing staff and patient of outcome of feedback	...having input into patient information resource development, health promotion events.	...participating in process improvement activities with practice staff e.g., Value Stream Mapping
4. Patients involved in co-design	...this is not yet done at this maturity level	... activity within the practice in an ad-hoc and unplanned way	...by patients actively advising of their experience of services, e.g., SMA, access to care and the cultural responsiveness of the practice	...by participating (be it advisory or hands on) in a building or service remodeling project

Examples and the different approaches for each of the four patient partnership characteristics are shown below.