



Community Nursing BULLETIN No. 16

October 2019

FOR DISTRIBUTION TO ALL DVA COMMUNITY NURSING (CN) STAFF

Client Feedback Survey on CN Services

As part of DVA's commitment to provide high quality CN services to veterans and their families, the CN Program is currently seeking feedback through a feedback survey from a random selection of veterans who currently receive CN services.

Feedback surveys were posted this week to approximately 1,600 veterans nationally to seek feedback on:

- The client's knowledge about the CN Program and services,
- Client experience of community nursing services, and
- The impact that the delivery of CN services has on general health.

Family members and carers have also been given the opportunity to provide feedback in a separate section of the feedback survey.

This feedback survey is being conducted by Orima Research on behalf of DVA. Clients have been given contact details for Orima's Helpdesk should they have any questions about the feedback survey. An escalation protocol is in place should Orima have concerns about individual clients.

We are not seeking information on individual providers or clients as part of this feedback survey. Results from the feedback survey will be aggregated and provided to DVA in general trends, and will form part of continual improvement activities.

Should there be any information of relevance to providers, this will be provided through a bulletin once the results have been analysed. Results are expected to be provided to DVA by Orima in early 2020.

Information gained from the feedback will be used to inform the content of a client and carer information booklet currently under development and due for release next year.