

# Workforce Resources



## Taking the Pulse

Quality of Care



GIG  
CYMRU  
NHS  
WALES

Partneriaeth  
Cydwasaethau  
Gwasanaethau Gweithlu, Addysg a Datblygu  
Shared Services  
Partnership  
Workforce, Education and Development Services




Organisation	
Directorate of	
Team	

Your thoughts and feelings count, take the opportunity to be honest with your team, your manager and with yourself.

	Yes	No
Would you be satisfied with the standards provided here for a relative or friend?		
Do you feel that your role is making a difference for patients		
Are you able to provide the standard of service you want?		
Are you satisfied with the quality of care that you are granting?		
Do you think that patient care/service users are a top priority in your organisation?		
You are encouraged to report mistakes, and events near failures?		
When mistakes, failures or near failures events are reported, no action is being undertaken to ensure that they do not happen again?		
Do you have feedback on any changes/improvements with each made in response to errors and events close failures have been reported?		

Once you have completed this questionnaire, you should return it to the person who collected on behalf of your team.



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Electronic copies of this document are available from:  
<http://nww.shareservicespartnership.wales.nhs.uk/what-is-working-differently-working-together>