

Managing feedback in the Map of Medicine

Handling feedback about local content

You should handle feedback about the clinical content in a localised pathway or about the local administrative information added to a pathway node by replying to the feedback to let the user know that it is being handled.

You should then communicate the feedback to your local pathway team to deal with after the next content publication (for local administrative information) or in the pathway's next content review or scheduled publication.

When the feedback has been addressed in a way that the user can see (in a new release of the local view's content or in local administrative information attached to a node), you can close the feedback.

Review all feedback submitted or escalated for your view

1. There are two ways to access feedback in Map of Medicine, from any page:

- Click **Feedback**.



- Select the **Product feedback** link in the page footer.

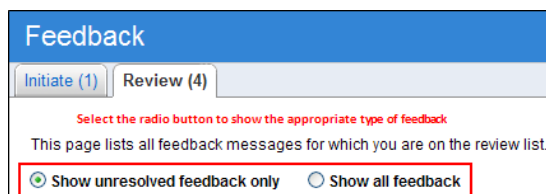


The **Feedback** page appears.

2. On the **Feedback** page, select the **Review** tab. The **Review** tab appears, showing the feedback records.

Once a feedback record is closed, by default, the record no longer appears in the list of feedback. You can still see all closed feedback records by selecting the **Show all feedback** radio button.

3. On the **Review** tab, use the radio buttons at the top of the page to select whether you want to show unresolved feedback only or show all feedback regardless of its resolution status.



4. If necessary, select the column title link to sort the feedback by that category. Select the column title again to reverse the sort order.

Priority	Subject	Location	Initiated	Status	Reference code
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5. To view a specific feedback record, select the feedback record's subject link. The **Review** tab updates to display the feedback record.

Checking for feedback on a regular schedule

You should go to the **Feedback** page or select the **Feedback** button regularly to review feedback. You should reply to feedback as soon as possible, per your local procedures.

Although the Map provides you with an indication that you have new feedback records to review when you are viewing a pathway (in the **Feedback** button at the top of the page), you do not see any indication of new feedback records when you are on the Map of Medicine home page.

Reply to a user who submitted feedback

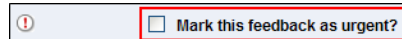
1. Go to the feedback record that you want to reply to.
2. Select the **Add a reply** link.



The **Review** tab updates to display the feedback reply form.

At the bottom of the page you can see all activity associated with your feedback record including previous replies to the user, replies from the user, and replies from any other Feedback Reviewers with access to the feedback record.

3. If necessary, select the **Mark this feedback as urgent?** check box to alert the user who submitted the feedback to the urgent status of your reply.



Selecting this checkbox does not change the overall priority of the feedback record as selected by the user when the feedback was originally submitted.

4. Type your reply to the user in the **Comment** field. Ensure that your reply does not contain any information that could identify a patient.

5. Click **Submit**. Your reply is sent to the user and the feedback record updates to show your reply in the list of activity for this feedback record.

Original message		
Consider adding this information to the History node: "When taking history, make sure to ask about history or associated symptoms that may not have been diagnosed as Cushing's syndrome."	Date:	15-Sep-2009
	Sent by:	Dr A Sample User
	Job role:	Junior Doctor
	Organisation:	MoM Test Organisation 1
	Email:	sample_email@nhs.co.uk
	Telephone:	+44 (0)330 1000037
	Local view:	London
Replies		
Action: Reply	Date:	15-Sep-2009
Thank you for your reply. I hope to see my suggested changes in the next release of Map of Medicine.	Sent by:	Dr A Sample User
	Job role:	Junior Doctor
	Organisation:	MoM Test Organisation 1
	Email:	sample_email@nhs.co.uk
	Telephone:	+44 (0)330 1000037
	Local view:	London

6. Select the **Back to list** link to return to the list of all available feedback for your view.

Managing feedback in the Map of Medicine

Handling feedback about inherited content

Feedback on inherited clinical content should be escalated to the next view above yours if you cannot resolve the issue locally. It will continue to be escalated until it reaches the view that is responsible for producing and updating that clinical content.

If there is no Feedback Reviewer for the views above yours, feedback that you escalate will automatically go to the view above that, up to the International view's Feedback Reviewer.

Escalate the feedback to next level above your view

1. Go to the feedback record that you want to escalate to the next level above your current view.

2. Select the **Escalate** link.

[Add a reply](#) [Escalate](#) [Close](#)

The **Review** tab updates to display the feedback escalation form.

3. If necessary, select the **Mark this feedback as urgent?** check box to alert the user who submitted the feedback and the Feedback Reviewer for the view above yours to the urgent status of your reply.

Mark this feedback as urgent?

! Selecting this checkbox does not change the overall priority of the feedback record as selected by the user when the feedback was originally submitted.

4. Type your escalation comments to the Feedback Reviewer for the view above yours in the **Comment** field. Ensure that your reply does not contain any information that could identify a patient.
5. Click **Submit**.

Your reply is sent to the user and the Feedback Reviewer for the view above yours. The feedback record's status changes to **Escalated to <parent view name>**. The feedback record updates to show your escalation message in the list of activity for this feedback record.

Examination	Orthopaedics / Chronic low back pain	30-Mar-2009	Escalated to International	LD8259-547
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6. Select the **Back to list** link to return to the list of all available feedback for your view.

Handling feedback about the Map of Medicine application

Feedback on the Map of Medicine application should be escalated to the next view above yours until it reaches the International view, where it can be acted upon by the Map of Medicine.

Closing feedback

Once you have reviewed feedback, shared it or escalated it as appropriate, you should respond to the Map of Medicine user who submitted the feedback, and eventually close the feedback record once the user is satisfied with your response.

Close the feedback record when the issue is resolved

You should only close feedback when the issue has been resolved to the satisfaction of the user and you can tell that user what is being done to address the issue.

1. Go to the feedback record that you want to close.
2. Select the **Close** link.

[Add a reply](#) [Escalate](#) [Close](#)

The **Review** tab updates to display the feedback close form.

3. Type your reply to the user about closing the feedback record in the **Comment** field. Ensure that your reply does not contain any information that could identify a patient.
4. Click **Submit**.
Your reply is sent to the user. The feedback record's status changes to **Closed**. The feedback record updates to show your closure message in the list of activity for this feedback record.
5. Select the **Back to list** link to return to the list of all available feedback for your view.

Feedback types

There are two types of feedback on the Map of Medicine that you may receive:

Clinical content feedback: This is feedback about the information in both inherited and localised pathways. You may handle this locally for localised pathways or escalate it for inherited pathways.

Application feedback: This is feedback about the Map of Medicine application that can only be addressed at the International view and should be escalated immediately.

Feedback statuses

The possible feedback record statuses are:

Awaiting review: You have not yet responded to feedback.

Escalated to <view name>: This was escalated from a view below yours or you escalated to a view above yours.

Under consideration by <view name>: This has been read, escalated, and responded to in the stated view.

Closed: This feedback has been responded to and closed.