**Contract Performance & Quality Team**

**Provider Feedback Form**

One of the aims of the Contract Performance & Quality Team is to be professional, accurate, courteous and supportive whilst carrying out quarterly review meetings, reviews, service improvement and remedial action plans.

Following the above we would appreciate your feedback by completing the attached questionnaire and also adding any other relevant comments relating to the process.

**Where applicable, please indicate your level of agreement with the following statements and questions.**

**Scale:** Strongly agree = 1, Agree = 2, Neither agree nor disagree = 3, Disagree = 4, Strongly disagree = 5

|  | **1**  Strongly  agree | **2**  Agree | **3**  Neither  agree  nor  disagree | **4**  Disagree | **5**  Strongly  Disagree |
| --- | --- | --- | --- | --- | --- |
| 1. The Officer provided feedback on what was identified during the meeting. | 1 | 2 | 3 | 4 | 5 |
| 2. The Officer allowed me to explain fully the services I provide and the context within which I work. | 1 | 2 | 3 | 4 | 5 |
| 3. The feedback provided by the Officer was helpful and well presented. | 1 | 2 | 3 | 4 | 5 |
| 4. I think the Officer’s findings were accurate. | 1 | 2 | 3 | 4 | 5 |
| 5. The Officer explained clearly what would happen after the meeting. | 1 | 2 | 3 | 4 | 5 |
| 6. The Officer identified areas of service delivery where I was performing well. | 1 | 2 | 3 | 4 | 5 |
| 7. The Officer provided examples of what good performance looks like. | 1 | 2 | 3 | 4 | 5 |
| 8. I had a clear understanding of the Quality Standards prior to the meeting. | 1 | 2 | 3 | 4 | 5 |
| 9. I had a clear understanding of the Quality Standards after the meeting. | 1 | 2 | 3 | 4 | 5 |
| 10. Feedback from the Officer helped me to think about how I can improve the quality of services I provide. | 1 | 2 | 3 | 4 | 5 |

11. Please tell us about what you found useful about the meeting/process.

12. Please tell us about any aspects of the meeting/process that you think we could improve and how.