CRP Masterclass: Giving Good Feedback - Tips

Too much, not enough or just right?

Meeting feedback/reports involve much more than just the minutes taken at the meeting. They go deeper than the surface-level overviews often found in the minutes.

The report/feedback sent to the CRP coordinator complements the meeting agenda, minutes and attachments. It documents relevant key developments and decisions discussed at a meeting, through the consumer perspective.

Points to keep in mind when recording the meeting feedback:

Do	- Make the feedback concise, factual and relevant to consumers. - Consider - How did the information during the meeting affect consumers? - Note - Did you put forward any suggestions/concerns regarding the consumer perspective during the meeting, what were they? - List key information - instead of documenting everything that was said - Highlight - Just the most important issues emerging from the committee's discussions, focusing on judgements made by the committee and the decisions being taken, taking the opportunity to flag up things that the Network really needs to know. - Record – new and cancelled services Remember – people reading the feedback aren't in the meeting – they may need some more detail and background for it to make sense - Use simple/'plain' English and shorten wordy phrases. - Write objectively - remember to be professional and to provide an unbiased report - Stick to what is relevant - Write clear complete sentences or dot-points - Take brief notes during the meeting - Take a moment to rewrite afterwards – you may decide that some of the notes taken during the meeting aren't necessary, or need to be re-worded to make sense - Note your personal opinion when relevant - De-identified - Take note of what is going well! - Make it readable, if handwritten, legible with black or blue ink. - Submit in a timely manner – before the cut-off date

Points to keep in mind when recording the meeting feedback:

Avoid	• Information that isn't relevant to consumers • Unnecessary formalities and details • The reporting becoming a list of "what the committee discussed" or a step-by-step account of each item on the Committee agenda. This makes it harder for non-members to know what was important. • Disclosing confidential information • Venting • Writing direct quotes from participants or name who said what. • Using shorthand/acronyms (explain the acronyms) • Incomplete sentences or dot points that aren't clear. • Messy scrawled handwriting that is hard to read • Using light or coloured inks • Forgetting to submit the feedback or submitting it late