

# 7 TIPS FOR CREATING AN EFFECTIVE FEEDBACK QUESTIONNAIRE

Being able to document the process of gathering resident feedback is now an important part of the new standards. It is also an effective way to give less vocal residents a forum to express their likes and dislikes. Not everyone is comfortable speaking out in a group meeting and some are more likely to talk one-on-one with a trusted carer.

Feedback questionnaires can be developed to gather information from all residents about their likes and dislikes of the meals they receive, and the food service experience. This information can also be used for audits and inspections to show due diligence and compliance.

Based on Morgan Pankhurst's PHD research presentation, we have created these tips for creating a food service resident feedback questionnaire:

**1 Make sure the feedback goals are aligned with the requirements of the new Aged Care Standards.**

- Do the questions ask about the choice of meal, where and when it is eaten, and what the residents response to the meal was?
- Have you asked about the foodservice experience as well as the food?

**2 Create clear questions which are not ambiguous and do not have two parts to them.**

- Do not ask: "What is your favourite drink? Is it tea, or coffee?"
- Do ask: "What do you like to drink the most?"

**3 Make sure the question fits the type of answer you are looking for.**

- Do not ask: "Did you like your lunch today?" if you want to know what aspects of the meal they liked or disliked.
- Do ask: "What did you like about lunch today?" or "What didn't you like about lunch today?"

**4 Include prompts to help people understand and articulate their answers. For example:**

- "What did you like about your lunch today?"
- "What did it look like?"
- "Which part of the meal tasted the best to you?"
- "Can you tell me what you had for lunch today?"
- "What did it smell like?"

*Notice how the questions don't lead the answer, they ask for more information allowing your residents to give a clearer answer.*

**5 Use simple language which is free from emotive words and jargon. It is not uncommon for residents to try to 'please' staff and carers by giving a positive response rather than an honest one.**

Asking "Did you love your lunch today, Mary?" might make Mary feel uncomfortable saying "No, actually, I didn't love lunch today."

**6 Clearly date the questionnaire and include specific information such as who performed the interview, who it was with and include room number for additional notes.**

**7 Create forms so they can be saved digitally. If you are using paper, you can scan the feedback forms so they are easy to find and show in case of an inspection.**