







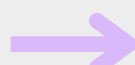


Steps involved		Using ImproveWell
Identify which staff groups will receive survey		Pre-launch workshop with ImproveWell Customer Success Team provides guidance on rollout, timelines, processes and launch materials
Confirm who will be responsible for leading the initiative		Comprehensive training and materials provided for key stakeholder groups by ImproveWell Customer Success Team
Design the questions and confirm the frequency of the survey		Continued consultation with ImproveWell Customer Success Team on question types and frequency of the survey
Launch the survey through the appropriate communications channels		Communication tips and templates provided by ImproveWell Customer Success Team
Capture feedback		Surveys are accessible via the ImproveWell app, a QR code or unique weblink
Review feedback and prioritise		Detect trends via interactive tables and charts, or export results for further analysis
Make improvements		Introduce new ways of working, consider capturing theme-based improvement ideas based on the survey results
Evaluate		Send a survey via the ImproveWell platform to measure the impact of the improvements made
Close the feedback loop		Publish interactive improvement updates and upload PDF reports through the ImproveWell platform