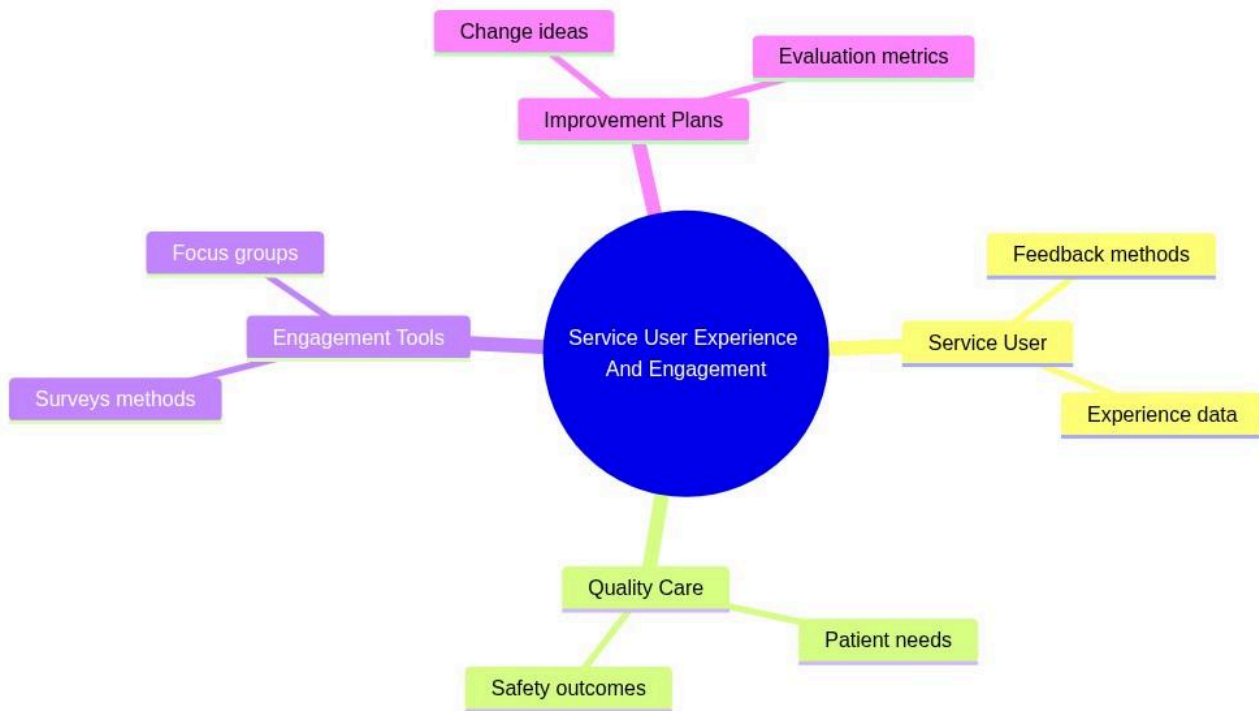


Advanced Skill Certificate in Quality Assurance and Improvement in Health and Social Care

# Service User Experience And Engagement



mindmap

root((Service User Experience And Engagement))

- Service User
  - Feedback methods
  - Experience data
- Quality Care
  - Patient needs
  - Safety outcomes
- Engagement Tools
  - Surveys methods
  - Focus groups
- Improvement Plans
  - Change ideas
  - Evaluation metrics