



Improving Patient Feedback Service

Consultation Date:

10-05-2026

to

31-05-2026



1

Consultation Summary



Overview of the Consultation

01

✓ Ministry of National Guard Health Affairs works continuously to enhance electronic participation. This consultation aims to enhance the patient and visitor feedback service by engaging beneficiaries in selecting the most effective action to improve the speed and quality of feedback handling.



Objectives of the Consultation

02

✓ improve handling patient and visitor feedback by implementing the most effective action based on consultation results



Beneficiary Category

03

- ✓ Citizens
- ✓ Resident / Visitor
- ✓ Business
- ✓ Older people
- ✓ Woman
- ✓ Youth
- ✓ People with disabilities



2

Consultation Period – Participation Channel

Indicates the project start and end dates, along with the channel of project launch



Consultation Participation
Channel

[Ministry of National Guard Health Affairs](#)



Project Start and End Period

2026-05-10
2026-05-31



3

Proposed Options



Proposed options for the consultation

01

Classify feedback by type and automatically send it to the relevant department

02

Create a ticket for each feedback with tracking until closure

03

Link feedback with relevant operational systems

04

All of the above

*Which of the following actions would be most effective in improving the response time to Patient Feedback Service among beneficiaries?

Choose one of the following answers

- ☐ Classify feedback by type and automatically send it to the relevant department
- ☐ Create a ticket for each feedback with tracking until closure
- ☐ Link feedback with relevant operational systems
- ☐ All of the above

Additional comments:

Submit



4

Submissions Analysis



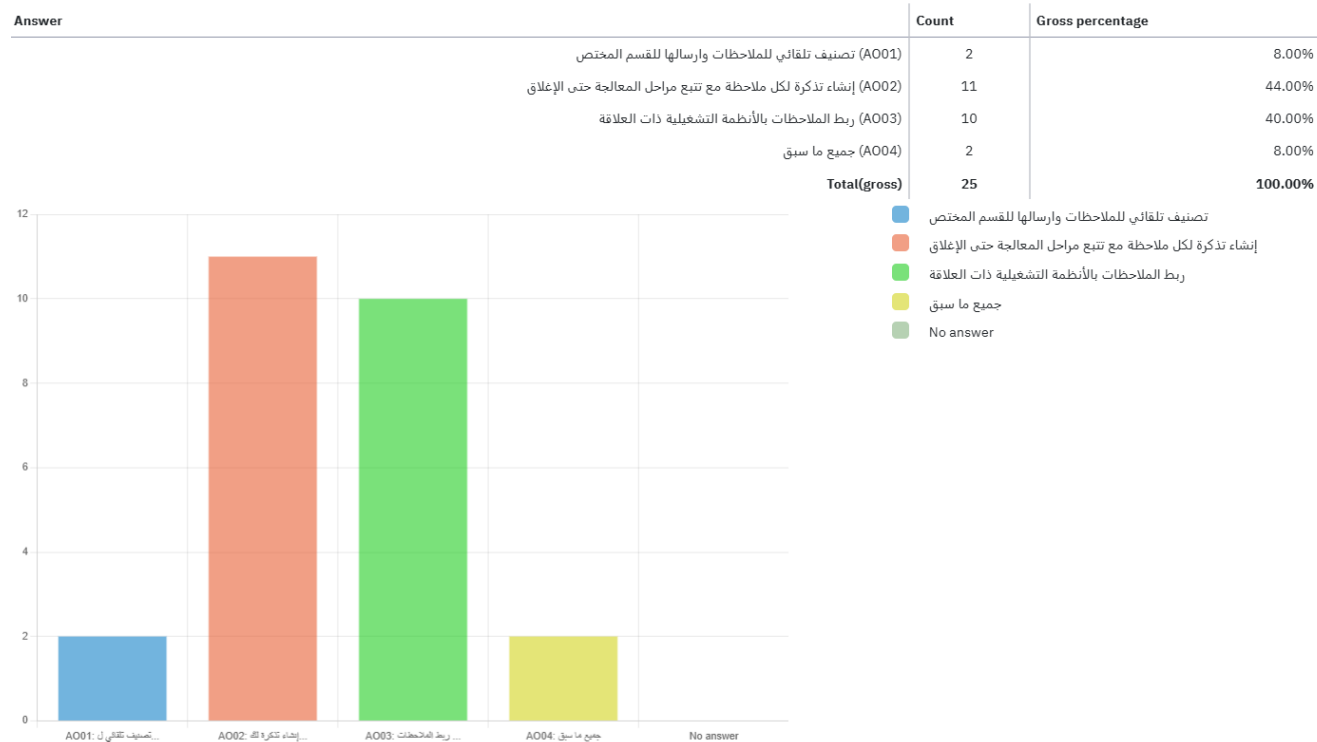
Participation Statistics

01

25

Number of
Participants

ما الإجراء الأكثر فاعلية لتحسين سرعة الاستجابة لملاحظات المرضى والمراجعين ؟



4.1

Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01

The results of the consultation regarding Improving Patient Feedback Service indicated that the most effective option for improvement Create a ticket for each feedback with tracking until closure, with a percentage of 44%, followed by Link feedback with relevant operational systems, with a percentage of 40%.

* 02

Recommendations & Decisions





4.1

Analysis of Contributions Based on Decisions (1/2)

Present the general trends of participants' opinions

01

Recommendations & Decisions

44%

Create a ticket for
each feedback with
tracking until closure

40%

Link feedback with relevant
operational systems



The survey results indicated that the most effective approach is Create a ticket for each feedback with tracking until closure, this contributes to improving response times and enhancing beneficiary satisfaction.



4.1

Analysis of Contributions Based on Decisions (2/2)

Present the general trends of participants' opinions

03

Linking the Decision to the Final Decision

Based on the consultation results, the existing approach of creating a ticket for each feedback with tracking until closure via a unified system will be maintained. This ensures more efficient feedback management and facilitates seamless tracking.



2026/06/01

Review & Requirements
Gathering

2026/06/15

Results Analysis

2026/06/28

Decision

04

Implementation Timeline



Based on the consultation results, the importance of maintaining the current approach of creating a ticket for each feedback with tracking until closure was reaffirmed, while continuing to enhance and improve the process to increase efficiency, improve response times, and enhance the beneficiary experience.

[illegible]



Thank you