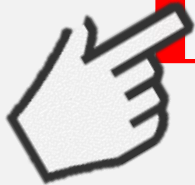
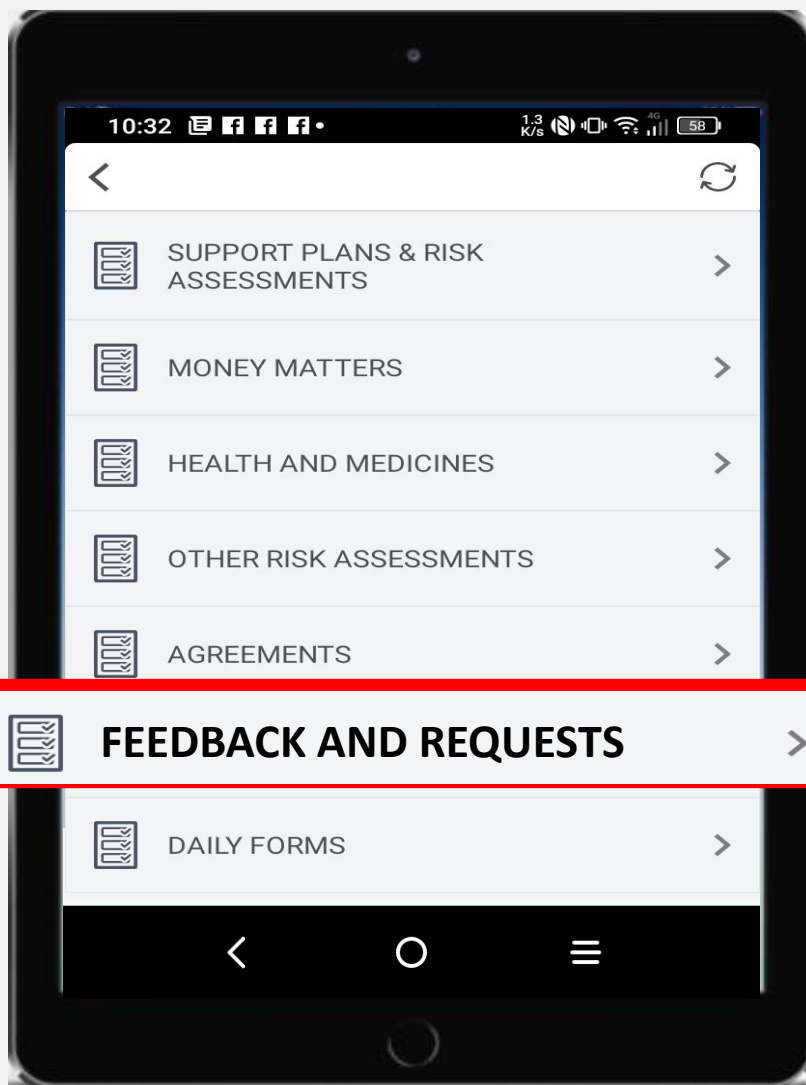


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# Feedback and Requests





The Feedback and Requests section allows you add information not just to see information.

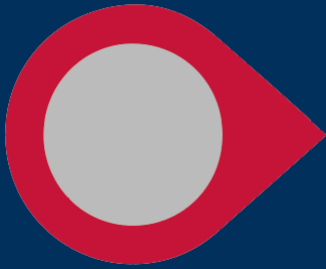
**You can:**



1. Add **feedback or a comment** for example, what is going well or what could be better with your support or ideas or changes you'd like to make.

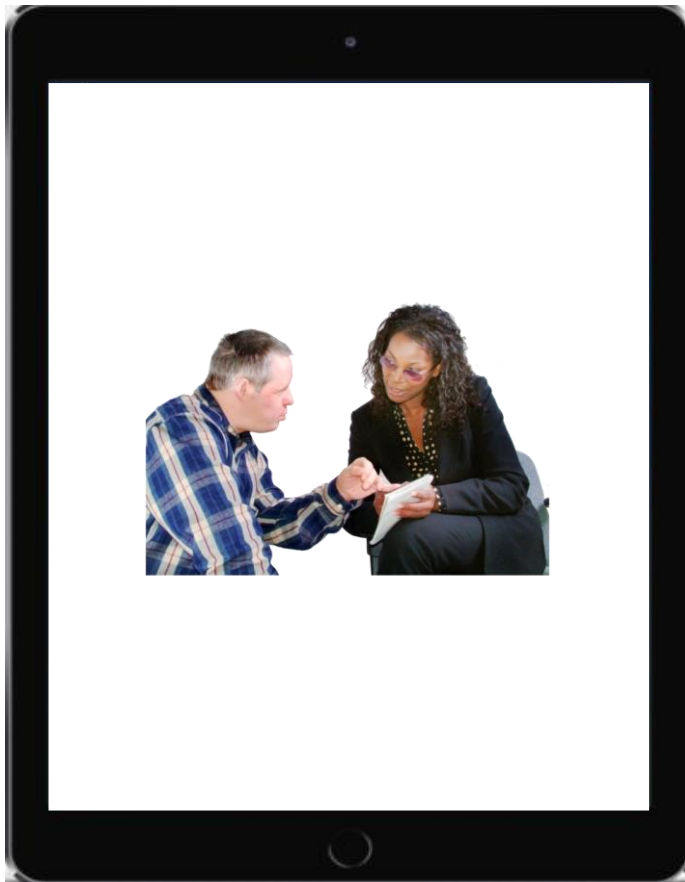


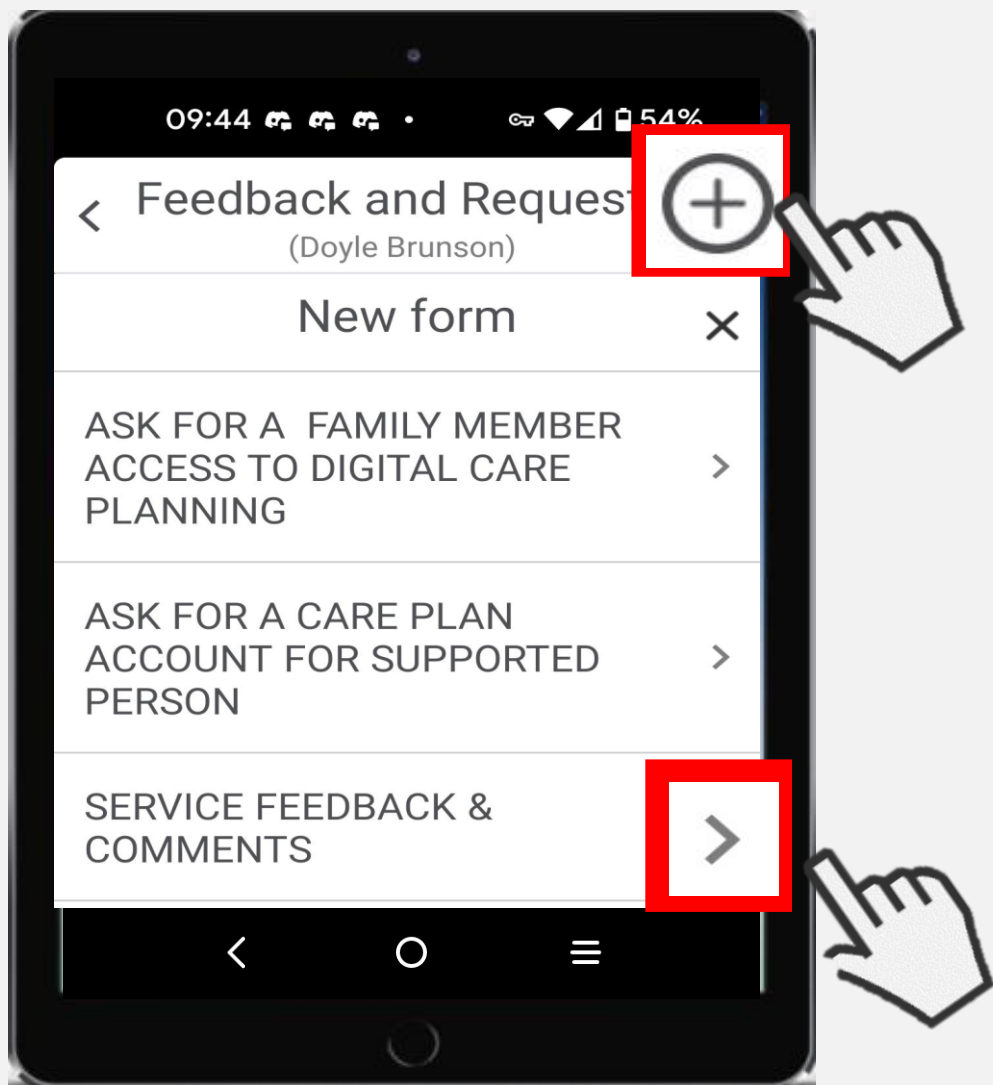
2. Ask for a family member to be able to use Access on their digital device to see your support information.



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# Feedback and comments

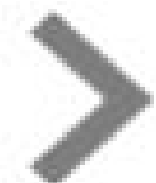




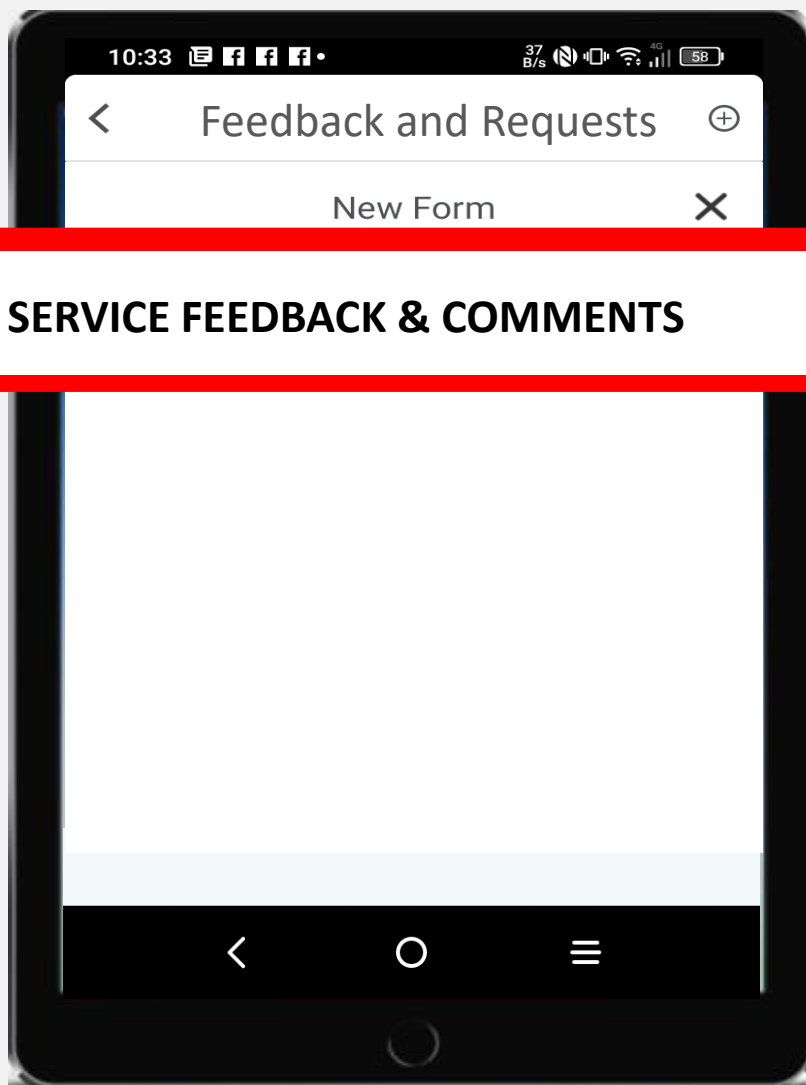
The page will look like this



To add a new **SERVICE FEEDBACK & COMMENTS** you click the circle and plus sign at the top of the page.



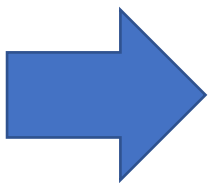
To look at **SERVICE FEEDBACK & COMMENTS** you have already shared click the forward arrow at the bottom of the page.



Once you have pressed the plus sign the page will look like this.



Click the forward arrow

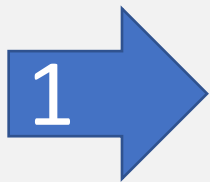
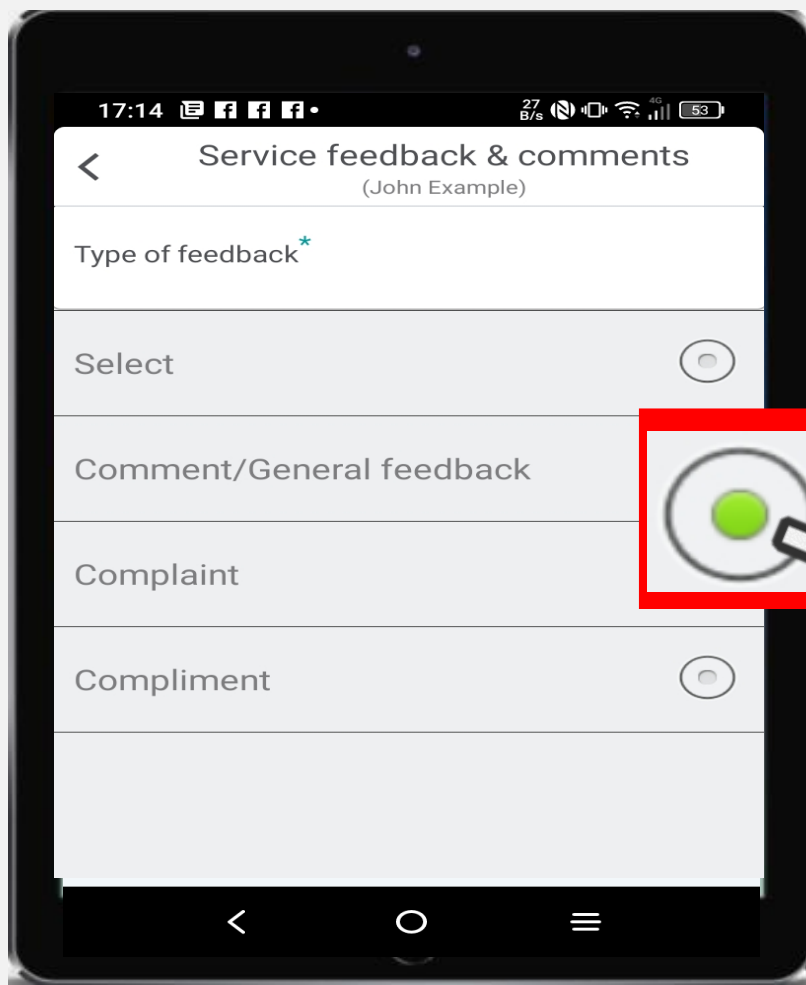
There are 5 question boxes you will need to add information to.



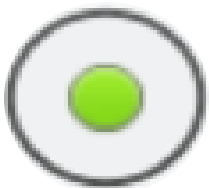
To add information to the box you will either type in text or choose from a list. For example **Input Text** or **Select**.



You can go back and change the information if you need too. Simply click the question box and add the correct information.



Select the type of feedback you want to give, this helps the person you are sending it to know quickly what your feedback is about.

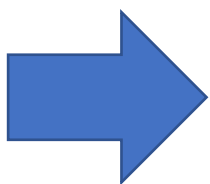
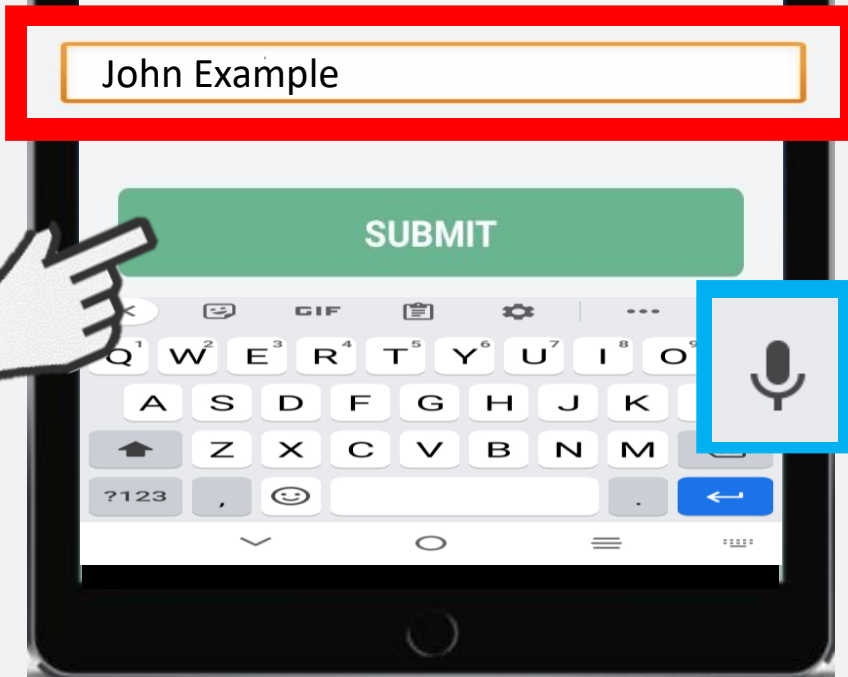


The circle beside the feedback type you want will turn green to let you know it has been picked. It will then return you to the feedback form so you can add the rest of your information.

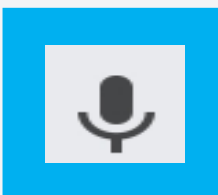


If you have picked complaint it will ask you to fill out a few extra boxes. This makes sure you can give as much information possible. This means we can quickly look at changes we could make to make things better.

2



Then enter your name, the box will have an orange outline when you are ready to type. Then click the green submit button.



If you can see the microphone symbol, it means you can say your name and your digital device will type it in for you.

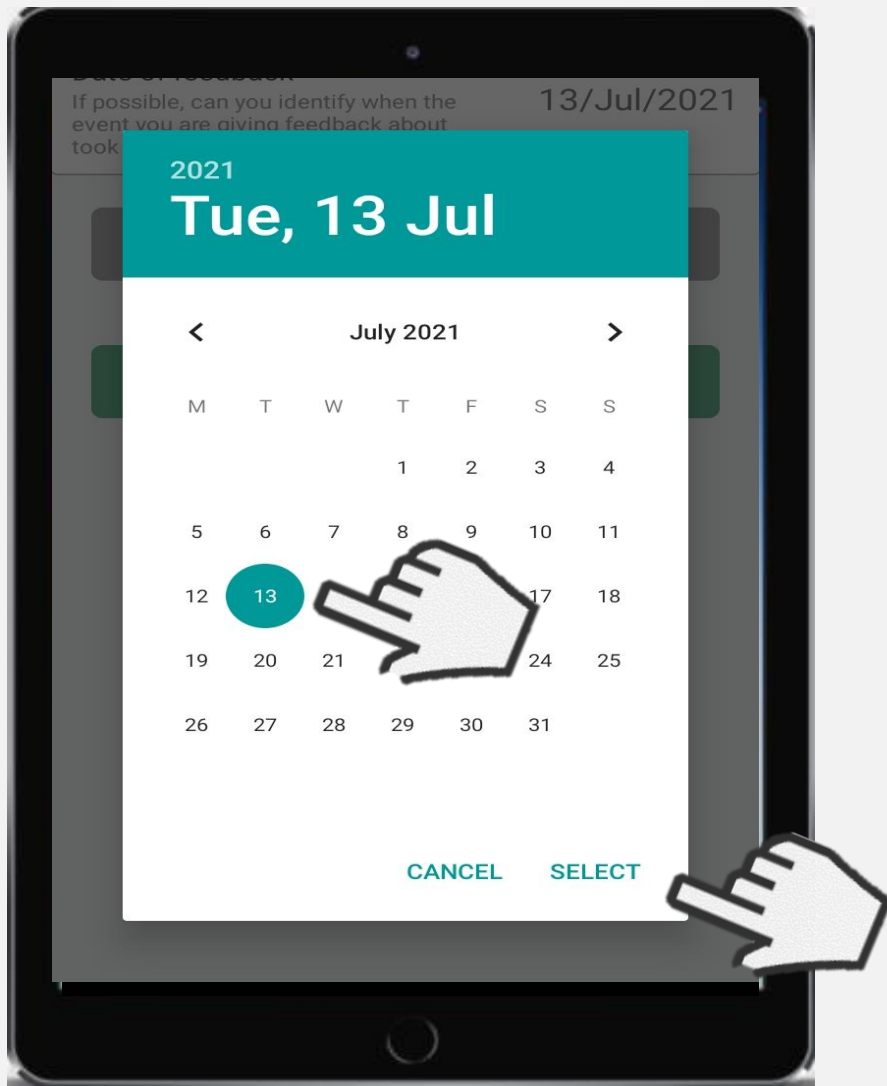


The Action Group's Digital Connections Project can help you learn how your digital device can help to make things more accessible in lots of different ways.

Email: [digital@actiongroup.org.uk](mailto:digital@actiongroup.org.uk)



3



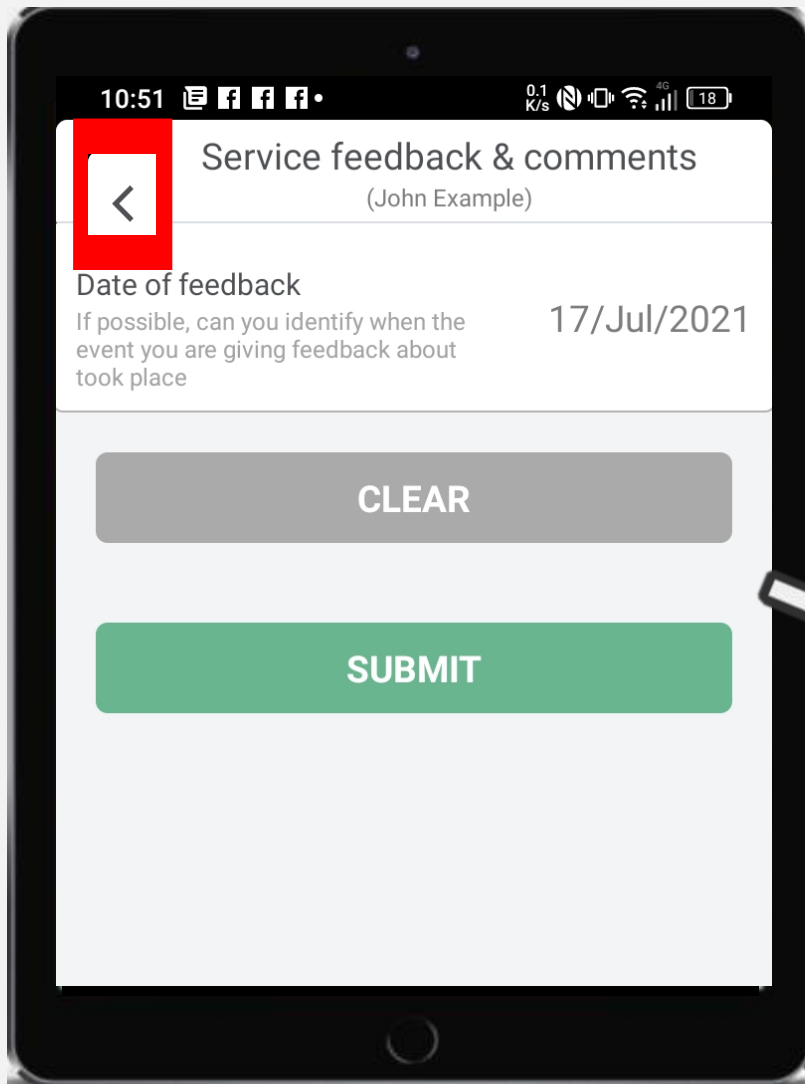
Then enter the date, when you have selected the date you want, a green circle will appear.

If you have selected the wrong date simple click on the right one to change.

**SELECT**

Then click select.

3



Then click the green **SUBMIT** button if you are happy with the date you have added.

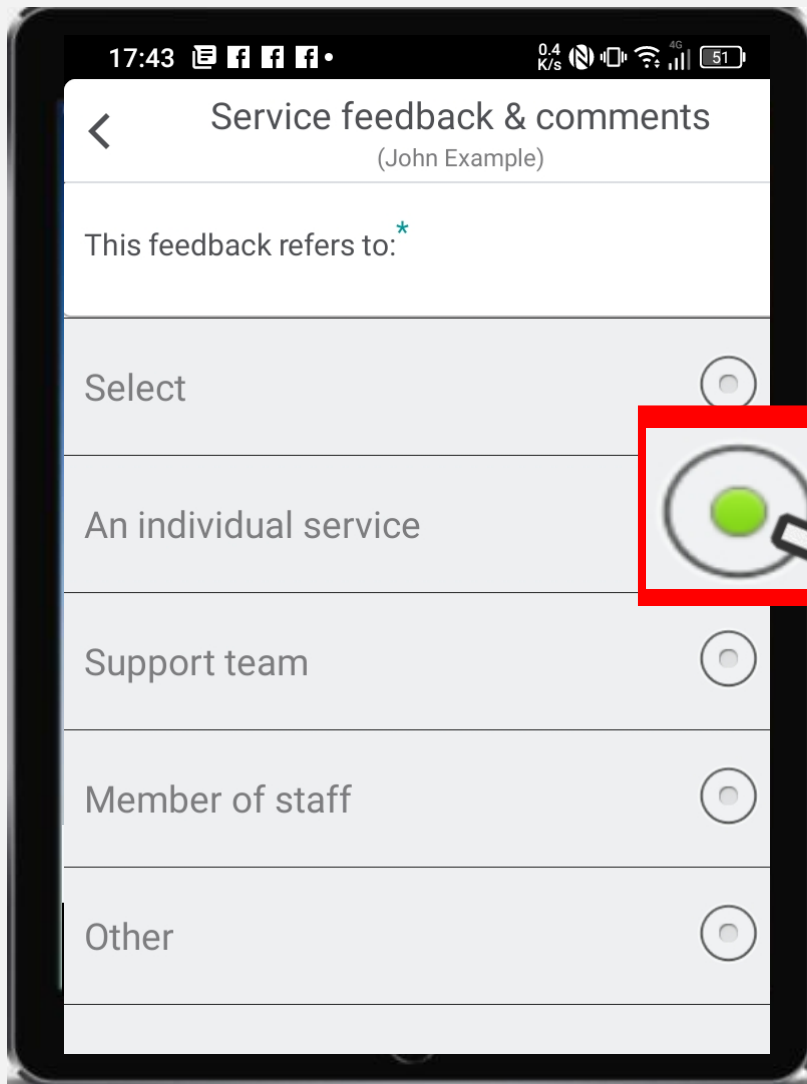


If the date is wrong click on the grey **CLEAR** button.



Then click on the back arrow at the top of the page. This will take you back to the feedback page and you can choose to enter the date again.

4

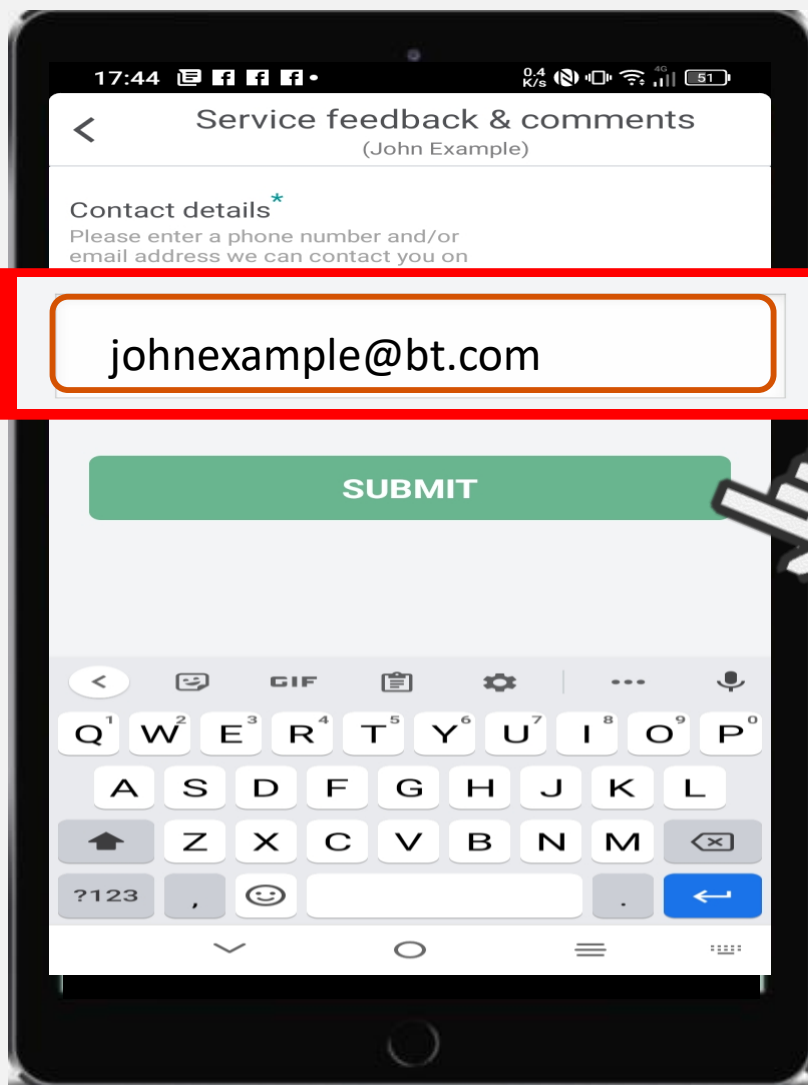


Then select the topic that your feedback is about or select other if the topic you want to add is not there.

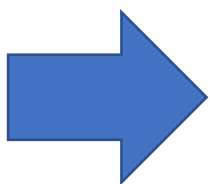


The circle beside the feedback type you want will turn green to let you know it has been picked.

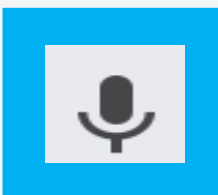
It will then return you to the feedback form so you can add the rest of your information.



5



Then enter your phone number and or email address. The box will have an orange outline when you are ready to type. Then click the green submit button.



If you can see the microphone symbol, it means you can say your name and your digital device will type it in for you.



The Action Group's Digital Connections Project can help you learn how your digital device can help to make things more accessible in lots of different ways.

Email: [digital@actiongroup.org.uk](mailto:digital@actiongroup.org.uk)

14:59 0.6 K/s 49 31

< Service feedback & comments (John Example) ...

feedback\*

Date of feedback  
If possible, can you identify when the event you are giving feedback about took place 15/Jul/2021 ✓

This feedback refers to:\* Support team ✓

Support team 6.7  
Name/Number of support team

Comment/General feedback  
Please give details  
The new plan is working well

Contact details  
Please enter a phone number and/or email address we can contact you on  
Johnexample@tag.com 0987 123456

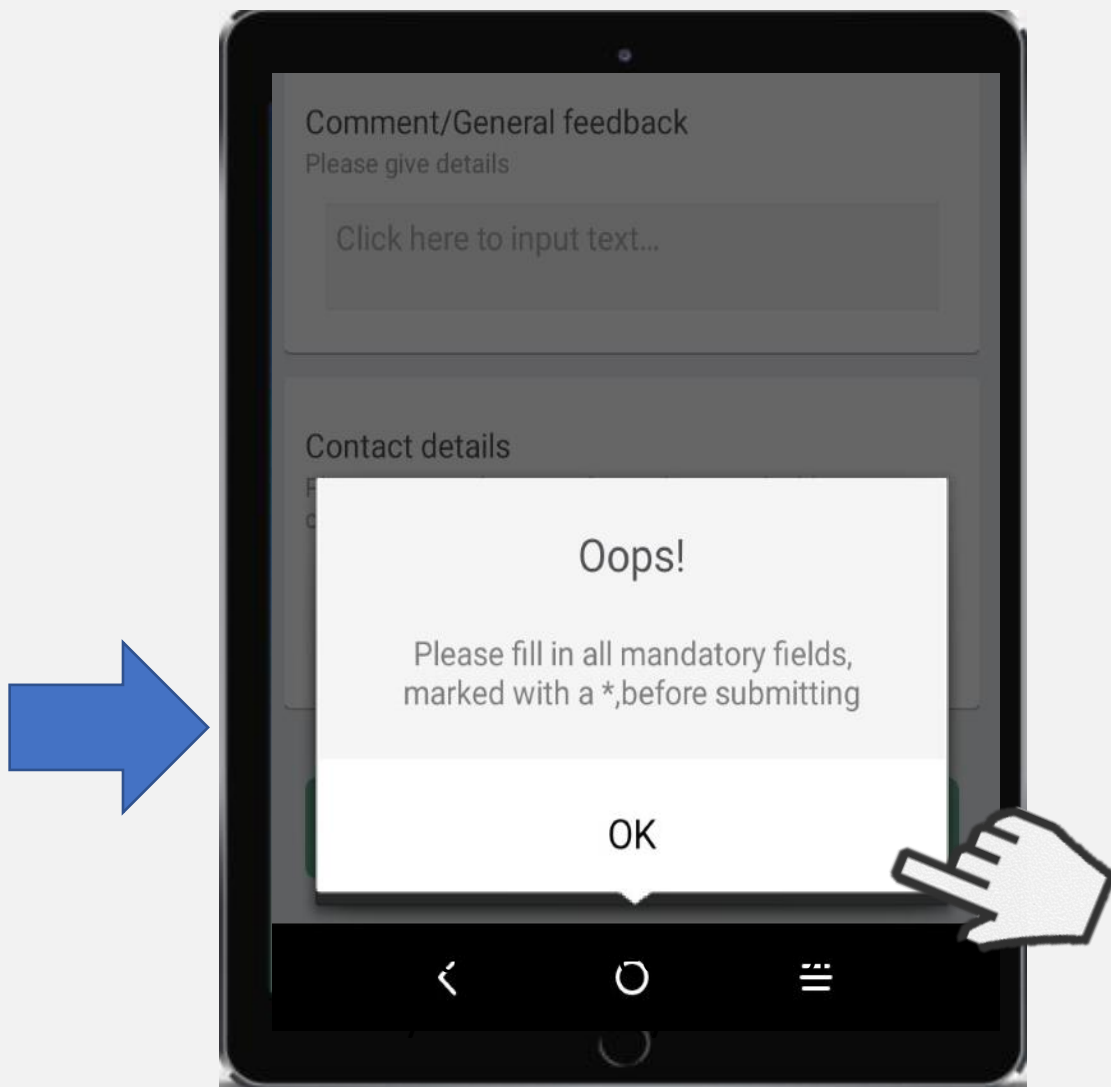
SUBMIT



Your form is then ready to send it is important to remember that once you click **SUBMIT** and send the form you can not longer change any of the information added.

SUBMIT

If you are happy with the information that you have added, simply click **SUBMIT** to send.



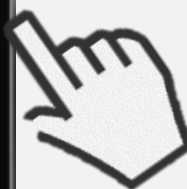
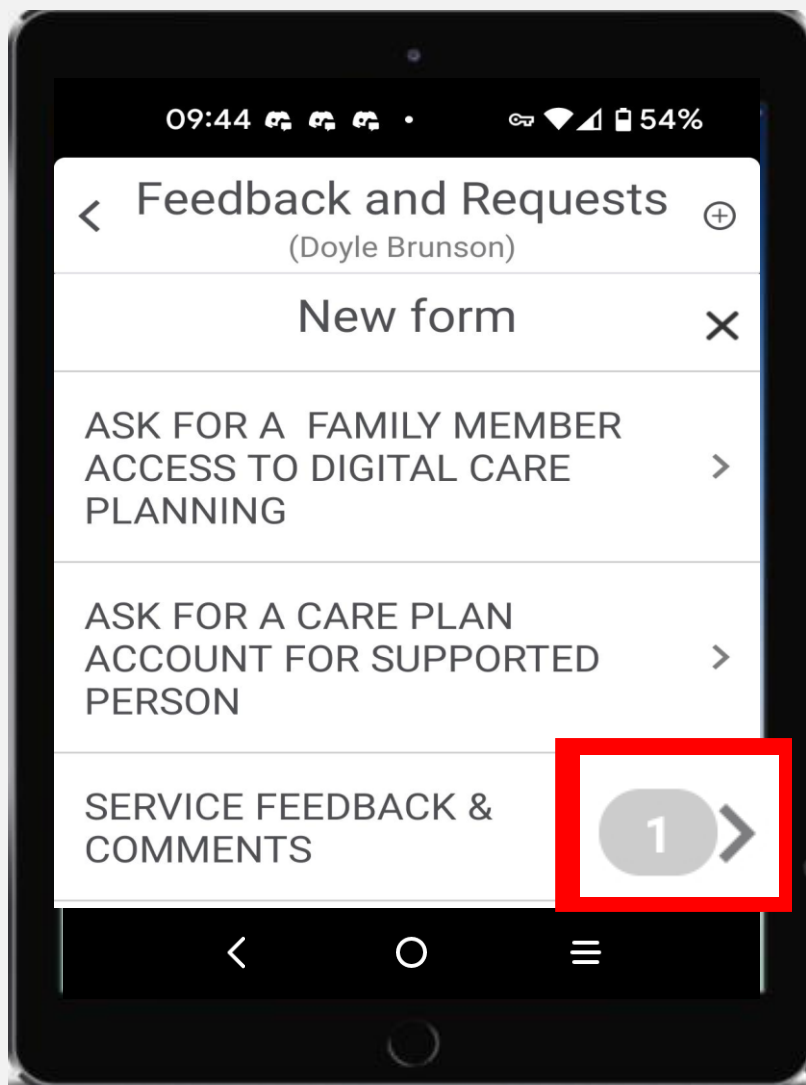
If you see this box it means that some of the information has been missed. Don't worry this is easily fixed



Click **OK** so you can add the missing information.



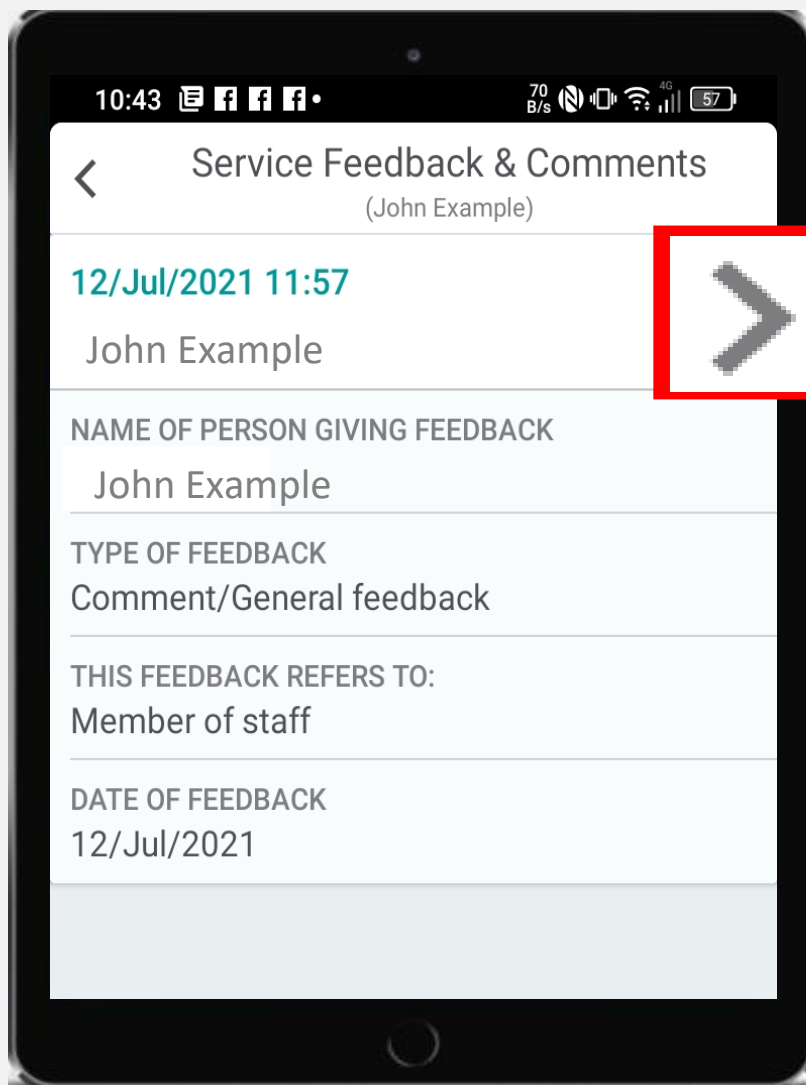
Boxes with missing information will have a red outline. Add the information needed and then Click **SUBMIT**



If you want to check your feedback & comments forms you have already sent click the forward arrow.



The number in the grey circle will tell you how many feedback forms you have done. You can check these at anytime

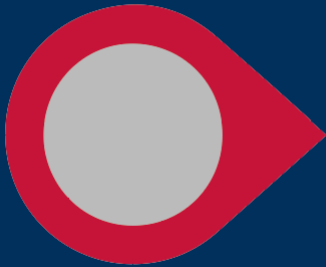


To look at the whole feedback from click on the forward arrow at the right hand side of the date you want.



Remember when you want to go back just click the back arrow in the top right hand corner.

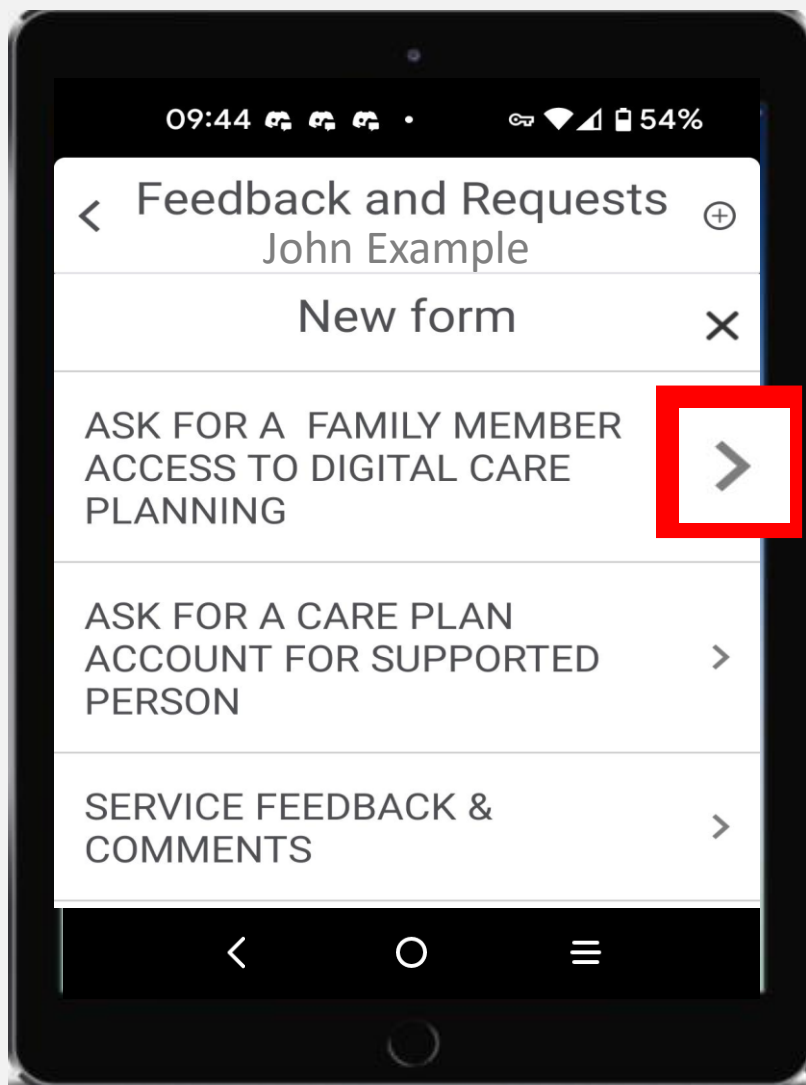




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# Adding a family member





To allow a family member or guardian to see your Access support information on their digital device complete this form.



Click the forward arrow.



If you change your mind and no longer want a family member or guardian to see your support information you can stop this at any time.

09:45 54%


< Ask for a Family John Example ...

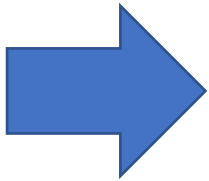
1 → What is the name of the person who you want to have access to your digital care planning\* Input Text...

2 → What is their relationship to you Select ▾

3 → What is their email address?\* Input Text...

4 → What is their contact number Input Text...

5 → Your Signature 



There are 5 question boxes you will need to add information to.



This is done in the same way as examples given in the feedback and comments section.



Any box that shows a green star must be filled out.

10:32 15 B/s 4G 54%

09:45

Ask for a Family

What is the name of the person who you want to have access to your digital care planning\*

Input Text...

What is their relationship to you

Select v

What is their email address:\*

Input Text...

What is their contact number

Input Text...

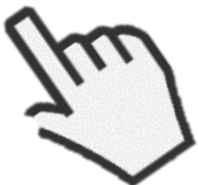
Your Signature

If you wish to withdraw your consent for this person to be able to access your digital care planning please tick the box below

Submit Cancel



If you change your mind and no longer want a family member or guardian to see your support information complete the form again.



Then click the withdraw your consent box at the bottom of the form and then click **Submit**