

What do staff need, to be  
open and willing to  
engage in  
two-way feedback?

Liz Newton, Lived Experience Leader

*“It’s different for you. You’re in a lived experience role.”*

*“You’re meant to share your experience and vulnerability. If I did that, people would lose confidence.”*

*“I want to, but there is no time.”*

# People need.....Permission

- To be mistaken or wrong
- To shift from a transactional paradigm to a relational one
- Time

## Hurdles

- Policies that inhibit connection
- Finding does not promote connection
- Measures and indicators that do not value connection
- Feedback mechanisms that perpetuate power differentials
- Feedback mechanisms that keep the process a mystery
- Review mechanisms that promote a culture of blame and retribution
- Concept of clinical boundaries

# People need...Courage

- Challenge the power hierarchy that resides within traditional models of feedback
- Aspire to the relational – recognise the power of the two-way conversation
- A partnership approach – distributes power and opens a dialogue
- Commit to challenging attitudes of superiority inherent in the medical model “we know best”
- Aspire to learn not blame
- Accountability is strength



Questions?