



ACCREDITATION SANS FRONTIÈRES

Patient Voice Toolkit

Patient Voice — Monthly Report Template

The report the whole cycle runs on: register, themes, praise, cases with the facility's response, action log. With a complete worked example month

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Foreword

The report is the council's memory and its agenda. It is written by the secretariat on the last working day of every month, sent to the facility for verification, and then to the members 48 hours before the meeting. It has six parts, always in the same order, so that months are comparable and nobody has to hunt for anything. Part A of this document is the template with instructions; Part B is a complete example month from a fictional 120-bed hospital.

Two rules. Every case appears, including the ones the facility disputes. No identity appears where the patient asked for anonymity — not in the report, not in the meeting, not in the WhatsApp group.

1. Part A — The Template

A1 Cover

Facility	
Month	
Report number	PV-[facility code]-[YYYY-MM]
Prepared by (secretariat)	
Draft sent to facility	date
Facility response received	date
Sent to council	date
Meeting date	

A2 The month in numbers

Measure	This month	Last month	3-month average
Items received			
— concerns			
— praise			
— questions and ideas			
By channel: QR · hotline · form · email · paper · social			
Anonymous			
Severity 3 or 4			
Acknowledged within 2 working days (%)			
Loop closed within 5 working days of meeting (%)			
Open actions carried forward			

A3 Themes

One line per theme with the count and the trend arrow. Themes come from Annex A of the Terms of Reference (clinical · management · relationships).

Theme	Count	Trend	One-line note
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A4 Praise

By name of the staff member praised, with the ward and the patient's words (with consent). Praise is passed to the ward manager for the staff board before the meeting.

Staff member	Ward / service	Patient's words	Passed on (date)
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A5 Cases and the facility's response

One block per case. The facility completes the shaded column. Nothing in the white columns is changed by the facility.

Case no.	Channel · date	What the patient said (verbatim or close)	Theme · severity	Facility response (found · done · date)	Status
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A6 Action log

Carried from meeting to meeting until closed.

No.	Action	Owner	Due	Status	Closed on
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2. Part B — Worked Example: March 2026, Central District Hospital (120 beds)

All names and facts are fictional.

B1 Cover

Facility	Central District Hospital, Kutaisi
Month	March 2026
Report number	PV-CDH-2026-03
Prepared by	A. Beridze, ASF secretariat
Draft sent to facility	1 April 2026
Facility response received	6 April 2026
Sent to council	7 April 2026
Meeting date	9 April 2026, 17:30

B2 Numbers

Measure	March	February	3-month avg
Items received	31	24	26
— concerns	22	18	19
— praise	7	4	5
— questions and ideas	2	2	2
By channel	QR 14 · hotline 6 · form 5 · paper 4 · social 2	QR 11 · hotline 5 · form 4 · paper 3 · social 1	—
Anonymous	9 (29%)	7	8
Severity 3 or 4	1 (sev. 3)	0	0.3
Acknowledged within 2 working days	100%	96%	98%
Loop closed within 5 working days	— (this meeting)	100%	100%
Open actions carried forward	3	4	—

B3 Themes

Theme	Count	Trend	Note
Discharge and transfer — waiting	9	↑ from 3	Cluster 12–14 March
Environment — night-time noise	5	→	Ward 2 and Ward 4
Communication — not told what to expect	4	↓ from 6	
Medication — timing	1	new	Severity 3
Finance — invoice unclear	2	→	
Waiting — outpatient cardiology	1	↓	

B4 Praise

Staff member	Ward / service	Patient's words	Passed on
Nino Kapanadze, nurse	Ward 3	"She explained every tablet and came back to check. Four separate patients said so."	3 April
Dr. L. Gogia	Emergency	"Calm, clear, and he called my daughter himself."	3 April
Reception team, morning shift	Reception	"Fast and kind, even at 7 a.m."	3 April

B5 Cases (selection of 5 of 22)

Case	Channel · date	What the patient said	Theme · sev.	Facility response	Status
PV-CDH-2026-03-004	QR · 13 Mar	Waited from 10:00 to 16:20 for discharge papers; nobody could say why.	Discharge · 2	Pharmacy dispensing system down 12–14 March; discharge letters delayed hospital-wide. System restored 15 March; manual fallback procedure now written. Apology offered.	Answer ready
PV-CDH-2026-03-009	Hotline · 17 Mar (anonymous)	Evening antibiotic given at 23:40 instead of 20:00; nurse said "handover was late".	Medication · 3	Confirmed from the drug chart. Handover on Ward 4 ran 90 minutes late that evening. Written handover-time rule and a second medication round check to be in place by 30 April.	Action 03-A
PV-CDH-2026-03-012	Paper · 19 Mar	Construction noise all night, could not sleep two nights running.	Environment · 1	Disputed: no works inside the hospital that week; municipal road works outside Ward 4 on 18–19 March. Hospital has written to the municipality. Earplugs now offered on Ward 4.	Answer ready (disputed, both versions shown)
PV-CDH-2026-03-015	Form · 22 Mar	Was not told the scan would need fasting; came, was sent home, lost a day's work.	Communication · 2	Appointment SMS did not include preparation instructions. Template amended 25 March.	Answer ready
PV-CDH-2026-03-021	Social · 28 Mar	Public Facebook post: invoice shows a "consumables" line with no detail.	Finance · 1	Itemised invoice issued to the patient 30 March; finance to itemise consumables on all invoices from May.	Action 03-B

B6 Action log

No.	Action	Owner	Due	Status	Closed
02-C	Signage to outpatient cardiology in Georgian and English	Head of admin	31 Mar	Closed	28 Mar
02-D	Discharge-time data reported monthly for three months	Head of quality	Monthly	Ongoing (1 of 3)	

No.	Action	Owner	Due	Status	Closed
03-A	Written handover-time rule; second medication round check, Ward 4	Nursing director	30 Apr	Open	
03-B	Itemised consumables on all invoices	Finance manager	31 May	Open	
03-C	Preparation instructions in all appointment SMS templates	Head of admin	30 Apr	Open	

B7 The meeting that followed

9 April, 17:30–19:00. Present: 6 members (chair: T. Kvirikashvili), head of quality, head of administration, nursing director (for case 009), secretariat. The council asked that discharge-time data continue for three months and that the handover rule be shared with the council when written. Praise passed to the staff board. 22 letters sent 14 April. Education session: "Questions to ask before you are discharged", 11 attendees. Record published 15 April.

Annex A — Register Format (spreadsheet columns)

The secretariat keeps one register, one row per item. Columns:

Column	Content
Case no.	PV-[code]-[YYYY-MM]-[nnn]
Received	Date and time
Channel	QR · hotline · form · email · paper · WhatsApp · social
Type	Concern · praise · question · idea
Anonymous	Yes / No
Contact (if given)	Held by secretariat only
Ward / service	
Text	Verbatim
Theme	From taxonomy
Severity	1–4
Acknowledged	Date
Facility response	Text and date
Council decision / action no.	
Loop-closure letter sent	Date and template used
Status	Open · answered · closed

References

- [1] Gillespie A, Reader TW. The Healthcare Complaints Analysis Tool. *BMJ Qual Saf.* 2016;25(12):937–946.
- [2] Accréditation Sans Frontières. Patient Voice Council — Terms of Reference and Method Guide, ASF-PV-TOR-001-v1. Paris: ASF; 2026.

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