QUALITY RISK ASSESSMENT FORM

Section:	Conducted By:	Review Date:
S15 – Feedback Reporting	NHS	***30 October 2023***
Dept.	Approved By:	Next Review Date:
All	YYF	***30 October 2026***

Score	**1**	**2**	**3**	**4**	**5**
Severity (S)	Negligible	Marginal	Moderate	Critical	Catastrophic
Likelihood (L)	Rare	Unlikely	Possible	Likely	Almost Certain

Total Score	**1 - 2**	**3 - 4**	**5 - 15**	**16 - 25**
Risk Level (RL)	Minimal Risk	Low Risk	Medium Risk	High Risk
Action	Maintain Existing Risk Control Measure		Monitor Risk Control Measure	Need Additional Risk Control Measure

Risk Identification				Risk Evaluation				Risk Re-Evaluation				Responsibility
No.	Activity	Potential Failure	Effect	Existing Risk Control	S	L	RL = S x L	Additional Risk Control Measures (RL > 15)	S	L	RL = S x L	Designation
1	Feedbacks received from external/ internal parties	Problems or deficiencies found in the working practices/standard forms are not highlighted	Unproductive, correct or inefficient working practices may continue with no improvement.	To submit Feedback form.	3	4	12	-	-	-	-	All Staff
2	Report generation	Feedbacks received are not recorded	Other Staff will not be aware of problems & deficiencies and their consequences	To submit Feedback form.	3	4	12	-	-	-	-	All Staff

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3	Dissemination of feedback information to Staff	Only a number of Staff are aware of feedback information	Unproductive, correct or inefficient working practices	Information to Staff via emails, circulars or discussions.	4	3	12	-	-	-	-	Director/Admin Leader
4	Recording of feedbacks	Feedback forms are not properly recorded and misplaced	Missing information	Types of media: Hardcopy – to be filed Softcopy – to be posted on intranet	4	3	12	-	-	-	-	Admin Leader