

# The experience of continuous user generated satisfaction scoring in a health center in Reykjavik –

## What have we learned so far?

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Session G:  
How do we make use of user  
perspective

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# Using patient generated satisfaction scores

- Implementation
  - Why are we doing this?
  - Issues to consider upfront
- Using the data
  - Disseminating the data
  - Changing workplace behaviour
  - Changing workplace culture
- Challenges
  - What have we learned so far?



