HUS is developing services by utilizing the personal experiences of patients and customers.

There are researched benefits in using experience specialists when developing the functionality of processes and services, as well as in the planning of patient-centered operations and sharing of information.

**You have the opportunity to influence:**

**As a customer panel member**
- A customer panel consists of patients, customers, their next of kin and personnel who are familiar with the services.
- A trained panel member may influence the planning of services, as well as the evaluation and follow-up of these services.

**As an experience specialist**
- An experience specialist is a trained or coached person who has personal experiences of an illness, or a person with experience as a next of kin or living with someone with an illness. He or she is willing to develop services using his or her experiences to help patients, their next of kin and hospital personnel.
- An experience specialist can function for example, as a member in various workshops, as a support person, helping in designing new activities or facilities, and in developing care- and service processes.

**By giving customer feedback**

This offers the opportunity to participate and influence in the development of services received.

- **Customer feedback** can be given by patients and customers who have received care and services in HUS. The feedback questionnaire is answered anonymously, so that the respondent cannot be identified.
- **Open feedback** can be given by anyone either generally or specified directly to a certain hospital or unit.

In case of any problems, the unit can be contacted directly. A patient ombudsman gives advice with appeals or notifications.

Additional information regarding channels where a patient and customer can influence: www.hus.fi/en/patients/feedback