

How to use this Inpatient (Patient) Experience Based Design Tool

Guidelines for Health Care Professionals

- This questionnaire should be completed at the end of the patient's stay in hospital.
- To complete the form, first select an emoji to indicate how the patient felt in the relevant domain. Then select an emotion to describe how they felt.
- If the patient suffers from dementia or cognitive impairment, please talk about the subject in question and then use your judgement to choose the word that best describes the emotion of the patient.
- The comments box should also be used to capture any specific positives or negatives about the subject in question.
- If the patients lose interest in answering any more questions please pause and return to the exercise at a later time.
- If it is possible for the patient to complete the questions unaided please do so.

Please read the following statement before you start capturing responses to the questionnaire:

"This questionnaire is completely confidential. We have not entered your name, address or any other personal information. Please answer all of the questions honestly. This will ensure we gather the best possible information to help further patient experiences. There are no right or wrong answers"



Name of Hospital:

Date:

Reflecting on your experience, and how you've been cared for or treated in the last few days, what feelings, thoughts or emotions are provoked or triggered at each of the following touch points? Please circle an emoji face at each touchpoint.



Being Admitted

Your First Assessment

Your Comfort

Communications

Your Treatment

Hygiene

Dignity & Respect

Preparing to leave hospital



If an unhappy face is selected here, what could we do to improve your experience? Please share your ideas below

Large empty text area for providing feedback on the experience.

Please provide any other thoughts or feedback on your experience at this touchpoint

Large empty text area for providing additional feedback.

Name of Hospital:

Date:

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Being Admitted	Your First Assessment	Your Comfort	Communications	Your Treatment	Hygiene	Dignity & Respect	Preparing to leave hospital
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Using the list of emotions below, what best describes your experience, at each touchpoint?

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List of Emotions

Achievement	Motivated	Content	Unhappy	OK	Confused	Misunderstood
Positive	Satisfied	Relieved	Upset for Patients	Safe	Annoyed	Uncomfortable
Proud	Successful				Frightened	Good
Confident	Reassured	Delighted	Supported	Worried	Comfortable	Downtrodden
Frustrated	Unknowing	Sad	Stressed	Pressure	Ashamed	Apologetic
Anxious	Agitated	Angry	Awkward	Unable	Happy	Disappointed

Please add other thoughts, feedback or comments on your experience(s).