

How do you feel?

Outpatient service

Patient experience questionnaire

This experience questionnaire will help you think about how you feel at different stages of your journey.

Please circle the face that best represents how you were feeling.

Please circle the words that best describe your feelings at each stage or write your own word at the bottom of the page.

What was it that made you feel like this? Was it friendly staff, a nice conversation, or a long wait – whatever it is we'd like to know.

1

Before You Arrived

How did you feel?



happy worried
supported comfortable
safe lonely
good sad
other _____

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

Any other comments?

How was the signage to the service?
Good / Poor

2

Arrival at service

How did you feel?



happy worried
supported comfortable
safe lonely
good sad
other _____

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

Any other comments?

What were your first impressions of the service?
Good / Poor

3

Initial assessment

How did you feel?



happy worried
supported comfortable
safe lonely
good sad
other _____

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





Any other comments?

Did you understand what was happening to you and why?
Yes / No

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4 How involved were you in the decision making process?	5 Investigations	6 Treatment/Care	7 Next steps
How did you feel? 	How did you feel? 	How did you feel? 	How did you feel? 
happy worried supported comfortable safe lonely good sad other _____	happy worried supported comfortable safe lonely good sad other _____	happy worried supported comfortable safe lonely good sad other _____	happy worried supported comfortable safe lonely good sad other _____
If an unhappy face is selected here, what could we do to improve your experience? Please share your ideas. Any other comments?	If an unhappy face is selected here, what could we do to improve your experience? Please share your ideas. Any other comments?	If an unhappy face is selected here, what could we do to improve your experience? Please share your ideas. Any other comments?	If an unhappy face is selected here, what could we do to improve your experience? Please share your ideas. Any other comments?

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	<p>How long was your wait?</p> <p>15mins 30mins 60mins</p> <p>2 hours 3 hours 4 hours</p> <p>5 hours 6 hours 6+ hours</p> <p>Was this okay for you?</p> <p>Yes / No</p>	<p>Were your preferences and 'what matters to you' discussed when planning your care/treatment?</p> <p>Yes / No</p>	<p>Did you understand what your next steps were?</p> <p>Yes / No</p>
<p>Do you have any other comments or thoughts about your visit? Please let us know so we can continue improving the service we deliver, thank you.</p>			