

How to use this Outpatient (Staff) Experience Based Design Tool

Guidelines for Health Care Professionals

- This questionnaire can be completed by any staff working in an Outpatient setting
- The touch points in this tool were developed aligned to the process steps a patients experiences in an Outpatient setting
- To complete the form, first select an emoji to indicate how you felt delivering care at this point in the patient pathway (circle the appropriate face, at each stage). Then select an emotion to describe how you felt.
- Finally, the comments box can be used to capture a comment explaining what made you feel that way.

Please read the following statement before you start responding to the questionnaire:

*“Responses to this questionnaire are completely confidential. You do not need to enter your name, role, workplace address or any other personal information. Please answer all of the questions honestly, this will ensure we gather the best possible information to help improve staff experiences. **There are no right or wrong answers.**”*









Name of Hospital:

Date:

Job Role:

Reflecting on your Outpatient service, thinking about your patients that you have been involved with, 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 a face at each touchpoint.

Pre hospital information	Dealing with patients arriving	Undertaking the Initial assessment	Undertaking Investigations	Providing Treatment	Planning next steps
					

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

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Please provide any other thoughts or feedback on your experience

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- Pre hospital information
- Dealing with patients arriving
- Undertaking the Initial assessment
- Undertaking Investigations
- Providing Treatment
- Planning next steps

Using the list of emotions below, select the one(s) that best describe(s) your experience and write them in the box below.

List of Emotions

Achievement	Motivated	Content	Unhappy	OK	Confused	Misunderstood
Positive	Satisfied	Relieved	Upset for Patients	Safe	Annoyed	Uncomfortable
Proud	Successful	Happy	Satisfied	Relieved	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 or feedback on your overall experience.