

Patient/User Feedback*

Keyword: Access

Question 1: Did I or my colleagues provide appropriate treatment for you when you required it?

Keyword: Listening

Question 2: Did I listen carefully to you?

Keyword: Respect

Question 3: Did I treat you politely with respect and dignity?

Keyword: Confidential

Question 4: Did I keep your personal information confidential?

Keyword: Explain

Question 5: Did I explain your condition & treatment to you?

Keyword: Ease

Question 6: Did you feel enough at ease to raise all the concerns you might have?

Keyword: Patient needs

Question 7: Did I assess your condition, treatment & personal needs?

Keyword: Trust

Question 8: Do you have trust and confidence in what I have said and done for you?

Keyword: Involved

Question 9: Were you involved in deciding what was in your care plan including your treatment?

Keyword: Satisfaction

Question 10: Overall, were you satisfied with the service you received from me?

