

# Patient experience questionnaire

This experience questionnaire will help you think about how you feel at different stages in your journey. We will use this information to improve the service we provide.

How to complete it:

## Accessing your appointment

respected  
pleased  
valued  
**cared for**  
involved  
not listened to  
hurried  
frustrated

*The reception staff made me feel welcome and the staff were very friendly*

## Your journey stage

Think about each stage of your journey for this appointment.

## How did you feel?

Circle **one word only** that best describes how you feel at each stage.

## Why?

We'd like to know why you felt like this. Was it friendly staff, a nice conversation, or a long wait?

Please circle only one word from each column

<b>Accessing your appointment</b>	<b>Arriving and checking in</b>	<b>Information</b> (eg. from reception staff, information leaflets, posters, TV screen)	<b>Waiting</b> (eg length of wait, environment, information on wait)	<b>Consultation and next steps</b> (eg whilst seeing the GP or nurse, information provided following consultation)
respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious
Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.