



Your Voice, Your Values - Patient survey

Across Epsom and St Helier University Hospitals NHS Trust we take great pride in the quality of care we provide. But we know we don't get it right all the time, and there is room for improvement.

Our aim is to provide our patients and all our communities with consistently safe, compassionate, high quality care across all our services. We need your help to do this.

Please complete this confidential survey to tell us about your experience in our care. The survey is completely anonymous, so please be open and honest with your responses.

We will use your feedback to improve the quality of care we provide to all our patients and their families.

How to complete this survey

In responding to this survey, please consider your most recent experience in our care.

Mark your answers clearly and if you make a mistake simply cross it out and mark the right answer.

For questions where we ask you to write your answers, please tell us your answer in your own words, using as much detail as you think is important.

Where to return this survey

If you are completing the survey whilst at one of our hospitals, please post the completed survey in one of our Friends and Family Test (FFT) boxes, which can be found in all ward and outpatient areas. If you are not sure where to find one, please ask a member of staff.

If you are completing the survey at home, please return your completed survey to:

In Your Shoes c/o

Patient Advice and Liaison Service (PALS)

St Helier Hospital, Wrythe Lane

Carshalton

Surrey, SM5 1AA

During the week of 10 September 2018 we are also hosting 'In Your Shoes' workshops for patients to tell us about their experiences. Please register your attendance at bit.ly/inyourshoesreg and help shape our Trust. We want to really understand what it feels like to be a patient in our services.

About your experience

Q1 Are you a...

- Patient
- Family member
- Member of the public
- Carer
- Other, please specify

Q2 I received my most recent treatment at...

- Epsom Hospital
- St Helier Hospital
- Sutton Hospital
- GP, dentist or community services
- Other, please specify

If you are a family member or member of the public, as you answer questions please think about your own experience of our service, as well as the treatment that your loved one received.

Thinking about your recent experience in our care, please answer the following questions.

Q3 Please tell us the most important thing we could do to improve your experience in our care.

Q4 When our staff act in a way that you like, what do you see and hear them doing that they **should keep doing, or do more of?**

Q5 Sometimes you may have experienced staff at our hospitals and services doing things that you don't like. If this is the case, what did you see or hear them doing, that you would like people to **do less of, or not at all?**

Your experience in our care

Thinking about your recent experience in our care, to what extent do you agree with the following statements on a scale of 1 to 5?

1 is 'strongly disagree' and 5 is 'strongly agree'.		1. Strongly disagree	2.	3.	4.	5. Strongly agree	Not applicable to me
Q6	Staff behaved in ways that matched my values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q7	I am satisfied with the outcome of my care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q8	I am clear about my treatment options and plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q9	Staff were generally positive and encouraging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q10	I could put my own experience and expertise to good use in my care or recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q11	I was supported to learn about my condition	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q12	Staff listened to me and were interested in my views	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your experience in our care

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1 is 'strongly disagree' and 5 is 'strongly agree'.		1. Strongly disagree	2.	3.	4.	5. Strongly agree	Not applicable to me
Q13	I was enabled to be an equal partner in my care or recovery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q14	Staff were generally friendly and welcoming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q15	Staff were respectful of my individual, cultural and spiritual needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q16	Staff praised my efforts to help myself get better	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q17	Staff were seldom rude, unkind or thoughtless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q18	The people caring for me explained things clearly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q19	I was always involved in my care in ways that work for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q20	The different people caring for me worked well as a team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q21	Staff didn't seem unduly rushed or busy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q22	Staff did all they could to help reduce my pain or distress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q23	It was easy to talk to staff if I had worries or concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How you felt during your experience

Thinking of your recent experience in our care, how often did you feel the following emotions

...

Q24	1. None of the time	2. Hardly any of the time	3. Some of the time	4. Most of the time	5. All of the time
Appreciated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Confident	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Happy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listened to	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Motivated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Optimistic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Valued	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anxious	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bored	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Frustrated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ignored	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Isolated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lonely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not respected	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scared	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall experience

	1.	2.	3.	4.	5.
Note scale is reversed 1 is 'extremely unsatisfied' and 5 is 'extremely satisfied'.	Extremely unsatisfied	Unsatisfied	Neither	Satisfied	Extremely satisfied
Q25 Overall , how satisfied would you say you are with your experience in our care?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q26 Please tell us the main reason for the score you have given (above)					

	5.	4.	3.	2.	1.	
Note scale is reversed 5 is 'extremely likely' and 1 is 'extremely unlikely'.	Extremely likely	Likely	Neither	Unlikely	Extremely unlikely	Don't know
Q27 How likely are you to recommend Epsom & St Helier University Hospitals NHS Trust to friends and family if they needed similar care or treatment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Q28 Please tell us the main reason for the score you have given (above)						

Many thanks for taking the time to complete this confidential survey.

This information will be used to help us continue to improve the services we provide.