

# 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

## Your journey stage

Think about each stage of your journey for this appointment.

respected

happy

calm

cared for

involved

not listened to

hurried

frustrated

## 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?

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

**Circle one word only**

**Accessing your appointment**

**Arriving and checking in**

**Information**

(eg, from reception staff, information leaflets, posters, TV screen)

**Waiting**

(eg length of wait, environment, information on wait)

**Consultation and next steps**

(eg whilst seeing the GP or nurse, information provided following consultation)

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happy

calm

cared for

involved

not listened to

hurried

frustrated

anxious

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Comments – we would also like to know why you felt like this.

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